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November 3, 1998

EX PARTE OR LATE FILED

EX PARTE PRESENTATION

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW
Washington, DC 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: *In the Matter of Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance for Provision of In-Region, InterLATA Services in Oklahoma, CC Docket No. 97-121* ✓

Dear Ms. Salas:

Enclosed herewith are the Southwestern Bell performance measurement results for the month of September, 1998. In an ex parte letter dated May 13, 1998, Southwestern Bell submitted its first set of operations support systems (OSS) performance measurement results and solicited the Staff's input regarding the format of the data to be filed going forward. Furthermore, as requested in the May 13 correspondence, Southwestern Bell invites the Staff to identify any areas of concern based upon its review of these results.

In accordance with the Commission's rules regarding ex parte communications, an original and two copies of this letter and the attachment are provided for the official record.

Please contact me should you have any questions concerning the foregoing.

Respectfully submitted,

Todd F. Silbergeld

Attachment

cc: Mr. L. Strickling (letter only)
Ms. C. Matthey (letter only)
Mr. M. Pryor (letter only)
Ms. A. Wright

No. of Copies rec'd 02
List A B C D E

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces in seconds	CLEC/SWBT	Standard	Within Standard	COMMENTS
DATAGATE - Address Verification	4.80	5.0	Yes	Under Investigation
DATAGATE - Request for Telephone Number	4.40	4.0	No	
DATAGATE - Request for CSR	13.30	6.0	No	
DATAGATE - Service Availability	6.60	3.0	No	
DATAGATE - Service Appointment Scheduling	0.50	2.0	Yes	
DATAGATE - Dispatch Required	11.50	17.0	Yes	
VERIGATE - Address Verification	3.90	5.0	Yes	Under Investigation
VERIGATE - Request for Telephone Number	5.90	4.0	No	
VERIGATE - Request for CSR	4.00	7.0	Yes	
VERIGATE - Service Availability	20.30	11.0	No	
VERIGATE - Service Appointment Scheduling	2.00	2.0	Yes	
VERIGATE - Dispatch Required	8.30	17.0	Yes	

EASE Average Response Time in seconds	CLEC	SWBT	COMMENTS
Division - Missouri	0.84	1.05	
Division - Arkansas	0.91	1.48	
Division - Kansas	1.06	1.20	
Division - Houston	1.06	1.33	
Division - Oklahoma	1.21	1.40	
Division - Dallas	0.91	1.22	
Division - San Antonio	1.18	1.43	

OSS Interface Percent Availability	CLEC/SWBT	COMMENTS
DATAGATE	100.00%	Varies by CLEC
VERIGATE	99.70%	
LEX	99.80%	
EDI	100.00%	
TOOLBAR	99.60%	
RAF by CLEC	---	

Consumer EASE Availability - By Division (CPU Platform)	CLEC/SWBT	COMMENTS
Division - Missouri	100.00%	
Division - Arkansas	99.91%	
Division - Kansas	100.00%	
Division - Houston	100.00%	
Division - Oklahoma	100.00%	
Division - Dallas	99.91%	
Division - San Antonio	100.00%	

Business EASE Availability - By Division (CPU Platform)	CLEC/SWBT	COMMENTS
Division - Missouri	100.00%	
Division - Arkansas	99.99%	
Division - Kansas	100.00%	
Division - Houston	100.00%	
Division - Oklahoma	100.00%	
Division - Dallas	99.99%	
Division - San Antonio	100.00%	

PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering				
% Firm Order Confirmations Received Within "x" Hours - Mechanized		CLEC	COMMENTS	
Residence and Simple Business - LEX - <24 Hours	92.5%		Insufficient Sample	
Residence and Simple Business - EDI - <24 Hours	n/a			
Complex Business - LEX - <48 Hours	71.1%		Insufficient Sample	
Complex Business - EDI - <48 Hours	n/a			
UNE Loop and Switch Ports - LEX - <24 Hours	82.9%		Insufficient Sample	
UNE Loop and Switch Ports - EDI - <24 Hours	n/a			
Other - LEX - <24 Hours	100.0%		Insufficient Sample	
Other - EDI - <24 Hours	n/a			
% Firm Order Confirmations Received Within "x" Hours - Manual		CLEC	COMMENTS	
Residence and Simple Business - <24 Hours	96.1%		Insufficient Sample	
Complex Business - Negotiated - Recd. on Time	n/a			
Complex Business - (1 - 200 Lines) - <48 Hours	91.2%			
Complex Business - (200 + Lines) - Recd. on Time	98.5%			
UNE Loop - (1 - 50 Lines) - <24 Hours	98.2%			
UNE Loop - (50 + Lines) - <48 Hours	99.3%			
Switch Ports - <24 Hours	62.5%		Insufficient Sample	
Other - <24 Hours	n/a			
Average Time to Return FOC		CLEC	COMMENTS	
Residence and Simple Business - LEX	15.6		Insufficient Sample	
Residence and Simple Business - EDI	n/a			
Complex Business - LEX	58.3		Insufficient Sample	
Complex Business - EDI	n/a			
UNE Loop and Switch Ports - LEX	13.3		Insufficient Sample	
UNE Loop and Switch Ports - EDI	n/a			
Other - LEX	8.6		Insufficient Sample	
Other - EDI	n/a			
% Mechanized Completions Returned Within 1 Hour of SORD Batch Cycle		CLEC	COMMENTS	
LEX	99.9%		Insufficient Sample	
EDI	n/a			
Average Time to Return Mechanized Completions (Hours)		CLEC	COMMENTS	
LEX	0.09		Insufficient Sample	
EDI	n/a			
Percent Rejects (For the Electronic Interfaces EDI and LEX)		CLEC	COMMENTS	
LEX	30.6%		Insufficient Sample	
EDI	n/a			
% Mechanized Rejects Returned Within 1 Hour of start of EDI/LASR Batch Process		CLEC	COMMENTS	
LEX	96.5%		Insufficient Sample	
EDI	n/a			
Mean Time to Return Mechanized Rejects (Hours)		CLEC	COMMENTS	
LEX	0.12		Insufficient Sample	
EDI	n/a			
Order Process % Flow Through - EASE		CLEC	SWBT	COMMENTS
Through Posting	83.5%		87.3%	
Through Completion	94.0%		92.1%	
Through SORD Distribution	95.5%		93.7%	

PERFORMANCE MEASUREMENT REPORT

Billing				
	CLEC	SWBT		COMMENTS
Billing Accuracy				
CRIS Usage Bill Audit (Percent Error Rate)	1.30%	0.25%		
CABS Usage Bill Audit (Percent Error Rate)	0.00%	0.00%		Insufficient Sample
CRIS Bill Audit (Percent Error Rate)	0.00%	0.05%		
CLEC				
Percent of Accurate and Complete Formatted Mechanized Bills	100.0%			
Percent of Billing Records Transmitted Correctly	100.0%			
Billing Completeness - Percent Complete	97.1%			
Billing Timeliness (Mechanized Bill) - Percent on Time	66.4%			
Daily Usage Feed Timeliness - Percent on Time	94.3%			
Percent Unbillable Usage - CRIS (AMA/ECS)	0.547%			
Percent Unbillable Usage - CABS	0.050%			

Miscellaneous Administrative				
LSC	Dallas	Alliance	SWBT	COMMENTS
Grade of Service - % of Calls Answered Within 20 Secs.	96.0%	98.7%	82.9%	
Average Speed of Answer (Seconds)	6.0	4.0	19.2	
Percent of Calls Offered With Busy Condition	0.0%	0.0%	17.5%	
LOC	LOC	SWBT	COMMENTS	
Grade of Service - % of Calls Answered Within 20 Secs.	94.0%	86.4%		
Average Speed of Answer (Seconds)	7.0	n/a		
Percent of Calls Offered With Busy Condition	0.0%	n/a		

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services			
		North Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	32.8%		
% Calls Answered in < 2.5 Seconds	46.5%		
% Calls Answered in > 7.5 Seconds	24.0%		
% Calls Answered in > 10.0 Seconds	17.0%		
% Calls Answered in > 15.0 Seconds	8.1%		
% Calls Answered in > 20.0 Seconds	4.0%		
% Calls Answered in > 25.0 Seconds	1.6%		
Average Speed of Answer (Seconds)	5.2		
		West Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	45.3%		
% Calls Answered in < 2.5 Seconds	59.0%		
% Calls Answered in > 7.5 Seconds	14.3%		
% Calls Answered in > 10.0 Seconds	9.8%		
% Calls Answered in > 15.0 Seconds	5.2%		
% Calls Answered in > 20.0 Seconds	2.7%		
% Calls Answered in > 25.0 Seconds	1.1%		
Average Speed of Answer (Seconds)	3.9		
		Southeast Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	35.6%		
% Calls Answered in < 2.5 Seconds	49.9%		
% Calls Answered in > 7.5 Seconds	21.3%		
% Calls Answered in > 10.0 Seconds	16.3%		
% Calls Answered in > 15.0 Seconds	9.6%		
% Calls Answered in > 20.0 Seconds	5.6%		
% Calls Answered in > 25.0 Seconds	3.4%		
Average Speed of Answer (Seconds)	5.6		
		South Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	36.9%		
% Calls Answered in < 2.5 Seconds	51.5%		
% Calls Answered in > 7.5 Seconds	18.4%		
% Calls Answered in > 10.0 Seconds	12.2%		
% Calls Answered in > 15.0 Seconds	6.3%		
% Calls Answered in > 20.0 Seconds	3.1%		
% Calls Answered in > 25.0 Seconds	1.3%		
Average Speed of Answer (Seconds)	4.6		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
Operator Services - Grade of Service:		North Texas*	
	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	43.0%		
% Calls Answered in < 2.5 Seconds	61.8%		
% Calls Answered in > 7.5 Seconds	6.1%		
% Calls Answered in > 10.0 Seconds	2.2%		
% Calls Answered in > 15.0 Seconds	0.3%		
% Calls Answered in > 20.0 Seconds	0.1%		
% Calls Answered in > 25.0 Seconds	0.1%		
Average Speed of Answer (Seconds)	2.7		
Operator Services - Grade of Service:		West Texas*	
	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	35.1%		
% Calls Answered in < 2.5 Seconds	59.1%		
% Calls Answered in > 7.5 Seconds	5.5%		
% Calls Answered in > 10.0 Seconds	2.6%		
% Calls Answered in > 15.0 Seconds	1.0%		
% Calls Answered in > 20.0 Seconds	0.5%		
% Calls Answered in > 25.0 Seconds	0.4%		
Average Speed of Answer (Seconds)	3		
Operator Services - Grade of Service:		Southeast Texas*	
	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	59.6%		
% Calls Answered in < 2.5 Seconds	72.7%		
% Calls Answered in > 7.5 Seconds	9.0%		
% Calls Answered in > 10.0 Seconds	6.6%		
% Calls Answered in > 15.0 Seconds	3.6%		
% Calls Answered in > 20.0 Seconds	2.2%		
% Calls Answered in > 25.0 Seconds	1.2%		
Average Speed of Answer (Seconds)	2.9		
Operator Services - Grade of Service:		South Texas*	
	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	53.7%		
% Calls Answered in < 2.5 Seconds	71.8%		
% Calls Answered in > 7.5 Seconds	5.6%		
% Calls Answered in > 10.0 Seconds	3.0%		
% Calls Answered in > 15.0 Seconds	1.6%		
% Calls Answered in > 20.0 Seconds	0.7%		
% Calls Answered in > 25.0 Seconds	0.5%		
Average Speed of Answer (Seconds)	2.4		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
Eastern Missouri			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	42.6%		
% Calls Answered in < 2.5 Seconds	57.7%		
% Calls Answered in > 7.5 Seconds	15.7%		
% Calls Answered in > 10.0 Seconds	10.8%		
% Calls Answered in > 15.0 Seconds	4.8%		
% Calls Answered in > 20.0 Seconds	2.4%		
% Calls Answered in > 25.0 Seconds	1.3%		
Average Speed of Answer (Seconds)	4.0		
Kansas and Western Missouri Combined			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	32.7%		
% Calls Answered in < 2.5 Seconds	50.1%		
% Calls Answered in > 7.5 Seconds	15.7%		
% Calls Answered in > 10.0 Seconds	9.2%		
% Calls Answered in > 15.0 Seconds	3.1%		
% Calls Answered in > 20.0 Seconds	1.2%		
% Calls Answered in > 25.0 Seconds	0.6%		
Average Speed of Answer (Seconds)	4.0		
Eastern Missouri			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	39.8%		
% Calls Answered in < 2.5 Seconds	56.3%		
% Calls Answered in > 7.5 Seconds	17.5%		
% Calls Answered in > 10.0 Seconds	12.0%		
% Calls Answered in > 15.0 Seconds	5.4%		
% Calls Answered in > 20.0 Seconds	3.1%		
% Calls Answered in > 25.0 Seconds	1.5%		
Average Speed of Answer (Seconds)	4.3		
Kansas and Western Missouri Combined			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	36.7%		
% Calls Answered in < 2.5 Seconds	54.0%		
% Calls Answered in > 7.5 Seconds	14.0%		
% Calls Answered in > 10.0 Seconds	7.7%		
% Calls Answered in > 15.0 Seconds	2.4%		
% Calls Answered in > 20.0 Seconds	0.9%		
% Calls Answered in > 25.0 Seconds	0.5%		
Average Speed of Answer (Seconds)	3.6		

NOTE: * These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
Operator Services - Grade of Service:		Oklahoma	COMMENTS
	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	28.1%		
% Calls Answered in < 2.5 Seconds	47.6%		
% Calls Answered in > 7.5 Seconds	13.8%		
% Calls Answered in > 10.0 Seconds	6.7%		
% Calls Answered in > 15.0 Seconds	1.6%		
% Calls Answered in > 20.0 Seconds	0.4%		
% Calls Answered in > 25.0 Seconds	0.2%		
Average Speed of Answer (Seconds)	3.8		
Directory Assistance - Grade of Service:		Oklahoma	COMMENTS
	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	16.2%		
% Calls Answered in < 2.5 Seconds	27.4%		
% Calls Answered in > 7.5 Seconds	33.0%		
% Calls Answered in > 10.0 Seconds	22.5%		
% Calls Answered in > 15.0 Seconds	11.8%		
% Calls Answered in > 20.0 Seconds	5.9%		
% Calls Answered in > 25.0 Seconds	3.0%		
Average Speed of Answer (Seconds)	7.0		
Operator Services - Grade of Service:		Arkansas	COMMENTS
	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	20.2%		
% Calls Answered in < 2.5 Seconds	34.8%		
% Calls Answered in > 7.5 Seconds	23.0%		
% Calls Answered in > 10.0 Seconds	15.3%		
% Calls Answered in > 15.0 Seconds	7.5%		
% Calls Answered in > 20.0 Seconds	2.8%		
% Calls Answered in > 25.0 Seconds	1.1%		
Average Speed of Answer (Seconds)	5.5		
Directory Assistance - Grade of Service:		Arkansas	COMMENTS
	CLEC/SWBT		
% Calls Answered in < 1.5 Seconds	26.6%		
% Calls Answered in < 2.5 Seconds	41.0%		
% Calls Answered in > 7.5 Seconds	22.1%		
% Calls Answered in > 10.0 Seconds	15.6%		
% Calls Answered in > 15.0 Seconds	7.3%		
% Calls Answered in > 20.0 Seconds	2.5%		
% Calls Answered in > 25.0 Seconds	0.9%		
Average Speed of Answer (Seconds)	5.2		

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.23	2.65	Yes	
Mean Installation Interval - Field Work - Business	2.57	3.34		Insufficient Sample
Mean Installation Interval - No Field Work - Residence	1.91	0.69	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	6.44	0.78	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	98.73%	95.26%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	95.65%	89.87%		Insufficient Sample
% Installations Completed Within in 3 Days - No Field Work - Residence	90.18%	98.88%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	63.93%	97.50%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	3.59%	5.61%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	3.33%	5.59%		Insufficient Sample
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.00%	0.02%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.98%	0.26%	No	Dec 97, Feb 98 - Jun 98, Aug 98 within parity
Average Delay Days SWBT Caused Missed Due Dates - Residence	2.15	2.39		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	3.00	7.20		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.00%	3.97%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	3.70%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	2.79%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	7.43%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	1.35%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	11.60	10.60		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	13.74		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.59%	3.87%	No	Oct 97 - Feb 98, Apr 98 - Aug 98 within parity
% Trouble Reports within 10 Days - Field Work - Business	3.33%	1.87%		Insufficient Sample
% Trouble Reports within 10 Days - No Field Work - Residence	1.53%	1.51%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.20%	1.43%	Yes	

POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.57%	3.06%	Yes	
Trouble Report Rate (%) - Business	0.25%	1.45%	Yes	
% Missed Repair Commitments - Dispatch - Residence	9.34%	9.93%	Yes	
% Missed Repair Commitments - Dispatch - Business	14.29%	19.20%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	1.47%	5.98%	Yes	
% Missed Repair Commitments - No Dispatch - Business	0.00%	12.72%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	22.06	23.05	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	2.50	10.72		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	9.03	10.64		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	13.95	6.91		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	19.96	18.10	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	5.44	9.22		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	12.04	10.85	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	n/a	5.36		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	80.40%	85.74%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	100.00%	96.31%		Insufficient Sample
% Repeat Reports - Residence	4.75%	8.56%	Yes	
% Repeat Reports - Business	15.38%	8.01%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	2.98			
Average Installation Interval - ISDN	n/a			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	5.00			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	1.50%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	33.33%	4.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	3.86		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	1.00	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	1.36%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	7.84%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	n/a	7.32		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	14.54		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	4.09		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	1.52		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	2.83	8.05		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	8.94		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	1.85		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	1.06		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	0.00%	6.00%		Insufficient Sample
% Repeat Reports - ISDN	n/a	1.59%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.55%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.79%	1.88%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	4.81%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.32%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	n/a	23.26%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	6.52			
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	8.67			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	7.46%			
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	0.00%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	0.00%	4.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	3.52%	1.50%	No	First month out of parity
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	1.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.00	3.86		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	33.33%	7.84%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	3.57%	1.36%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	8.33%	4.81%	Yes	Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.36%	1.88%		
Trouble Report Rate (%) - DS1 Loop	6.90%	23.26%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	86.67%	9.93%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	14.54		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	12.16	7.32		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	3.06	1.52		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	0.50	8.94		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	6.79	8.05		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	1.06		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	13.33%	85.74%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	0.00%	1.59%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	18.52%	6.00%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	0.00%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	9.49%			
Percent Installations Completed Within in 7 Days	0.34%			
Percent Installations Completed Within in 10 Days	90.17%			
Average Installation Interval (Days)	6.88			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.04%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.11%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	0.0%		
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	0.0%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	2.03	n/a		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.59	3.28	Yes	
Mean Installation Interval - Field Work - Business	3.22	3.67	Yes	
Mean Installation Interval - No Field Work - Residence	1.72	0.89	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.33	0.91	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	94.20%	91.51%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	93.84%	90.14%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	89.74%	96.66%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	94.18%	96.10%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	6.11%	6.28%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	4.72%	5.80%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.07%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.08%	0.52%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	4.14	3.27		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	5.50	9.03		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	2.44%	5.14%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	4.17%	4.95%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	10.79%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	40.00%	12.82%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.96%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	2.56%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	6.07	12.61		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	29.80	15.10		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.06%	4.19%	No	Jan 98 - Jun 98, Aug 98 in parity
% Trouble Reports within 10 Days - Field Work - Business	1.67%	2.92%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.21%	1.84%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.60%	1.46%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.70%	2.83%	Yes	
Trouble Report Rate (%) - Business	1.00%	1.32%	Yes	
% Missed Repair Commitments - Dispatch - Residence	7.21%	7.42%	Yes	
% Missed Repair Commitments - Dispatch - Business	9.09%	15.69%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	7.01%	5.04%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	12.99%	12.00%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	19.70	28.11	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	9.30	15.49	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	16.05	9.30		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	1.53	5.80		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	19.61	18.67	No	Jan 98 - Jun 98, Aug 98 in parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	12.65	11.56	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	9.34	9.90	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	10.10	7.68		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	79.63%	84.02%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	91.28%	92.64%	Yes	
% Repeat Reports - Residence	6.22%	6.98%	Yes	
% Repeat Reports - Business	7.72%	7.12%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.18			
Average Installation Interval - ISDN	5.26			
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	8.97%	Yes	
% SWBT Caused Missed Due Dates - ISDN	50.00%	1.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	5.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	10.00	9.50		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.68%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	14.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	0.62%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	6.38%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.25%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	7.00	18.02		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	17.62		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	39.45		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	33.74		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.94	17.22		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	13.79		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	42.73		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	10.93		Insufficient Sample
% Repeat Reports - VGPL	12.50%	3.53%		Insufficient Sample
% Repeat Reports - ISDN	n/a	6.45%		Insufficient Sample
% Repeat Reports - DDS	n/a	8.33%		Insufficient Sample
% Repeat Reports - DS1	n/a	n/a		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.84%	1.74%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	4.65%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.17%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	24.53%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	5.00			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	3.50			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	60.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	50.00%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	1.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	8.97%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	9.50		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	5.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.68%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	14.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	6.38%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	0.62%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.65%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	n/a	1.74%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	n/a	0.00%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	7.42%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	17.62		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	18.02		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	13.79		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	17.22		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	n/a		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	84.02%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.45%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	3.53%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	n/a		Insufficient Sample

Interim Number Portability (INP)

	Result	COMMENTS
Percent Installations Completed Within in 3 Days	n/a	
Percent Installations Completed Within in 7 Days	n/a	
Percent Installations Completed Within in 10 Days	n/a	
Average Installation Interval (Days)	n/a	
Percent Trouble Reports within 30 Days	n/a	
Percent Missed Due Dates	n/a	

Interconnection Trunks

	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.03%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.01%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	96.0%		Insufficient Sample
Percent Missed Due Dates - SWBT to CLEC Trunking	n/a	96.0%		Insufficient Sample
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	11.84		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	11.84		Insufficient Sample

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.24	2.95	Yes	
Mean Installation Interval - Field Work - Business	2.74	3.26	Yes	
Mean Installation Interval - No Field Work - Residence	1.54	0.85	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.36	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	97.53%	93.43%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	91.18%	89.82%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	93.45%	97.02%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	93.93%	95.22%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	5.02%	5.00%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	2.00%	3.70%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.15%	0.04%	No	Under Investigation
% SWBT Caused Missed Due Dates - No Field Work - Business	0.00%	0.15%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	4.64	2.95		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	n/a	4.33		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.57%	3.06%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	2.00%	2.14%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	20.00%	4.71%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	2.63%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	11.00	7.91		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	23.00	8.67		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.76%	3.20%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	1.58%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.61%	1.31%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.16%	1.15%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.58%	2.54%	No	Under Investigation
Trouble Report Rate (%) - Business	0.23%	1.25%	Yes	
% Missed Repair Commitments - Dispatch - Residence	8.39%	11.32%	Yes	
% Missed Repair Commitments - Dispatch - Business	16.67%	13.78%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	2.63%	6.18%	Yes	
% Missed Repair Commitments - No Dispatch - Business	0.00%	10.13%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	51.74	42.87	No	First month out of parity
Receipt To Clear Duration - Affecting Service - Dispatch - Business	36.37	17.04		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	31.64	13.41		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	15.38		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	26.95	25.66	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	19.33	14.01		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	9.50	13.91		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	0.18	4.88		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	66.25%	70.86%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	75.00%	87.69%		Insufficient Sample
% Repeat Reports - Residence	4.55%	8.38%	Yes	
% Repeat Reports - Business	0.00%	7.21%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.24			
Average Installation Interval - ISDN	8.88			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	18.04%	Yes	
% SWBT Caused Missed Due Dates - ISDN	3.85%	2.17%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	2.00	2.25		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	4.00%	0.82%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	2.00	3.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	1.98%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	5.71%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	7.27	24.98		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	15.06		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	10.56		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	754.63		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	4.02		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	17.73		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	14.55		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	11.07		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	2.71		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	50.00%	3.61%		Insufficient Sample
% Repeat Reports - ISDN	n/a	3.03%		Insufficient Sample
% Repeat Reports - DDS	n/a	1.35%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.17%	3.24%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	6.01%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.34%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	11.94%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	25.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	7.23			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	4.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	8.00			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	9.09%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	0.00%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	0.00%	2.17%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	11.11%	18.04%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	2.25		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	14.00	2.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	0.82%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	3.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	0.00%	5.71%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	7.41%	1.98%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	50.00%	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	10.00%	6.01%	No	Under Investigation
Trouble Report Rate (%) - BRI Loop - VGPL	1.42%	3.24%	Yes	
Trouble Report Rate (%) - DS1 Loop	2.44%	11.94%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	31.25%	11.32%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	0.54	15.06		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	10.67	24.98		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	754.63		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	0.07	14.55		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	2.81	17.73		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	3.97	2.71		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	68.75%	70.88%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	20.00%	3.03%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	6.67%	3.61%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	0.00%		Insufficient Sample

Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	53.33%		
Percent Installations Completed Within in 7 Days	2.22%		
Percent Installations Completed Within in 10 Days	100.00%		
Average Installation Interval (Days)	3.62		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	9.65%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.03%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.73%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.74%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	7.1%	3.4%		
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	3.4%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	5.04	35.80		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	28.70	35.80		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.23	2.83	Yes	
Mean Installation Interval - Field Work - Business	2.21	3.02	Yes	
Mean Installation Interval - No Field Work - Residence	1.74	0.96	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.67	0.92	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	97.10%	93.18%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	96.67%	90.43%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	94.56%	97.87%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	96.17%	94.96%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Residence	4.85%	6.83%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	3.03%	5.64%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.08%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.11%	0.26%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	2.35	2.67		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	8.33	5.91		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	2.00%	3.82%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	3.05%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	7.04%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	6.59%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.41%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	1.20%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	10.00	11.30		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	11.61		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.57%	4.32%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	4.04%	2.30%	No	Oct 97 - Jul 98 within parity
% Trouble Reports within 10 Days - No Field Work - Residence	2.48%	1.73%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.45%	1.68%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	7.25%	3.25%	No	Under Investigation
Trouble Report Rate (%) - Business	0.73%	1.60%	Yes	
% Missed Repair Commitments - Dispatch - Residence	6.27%	9.07%	Yes	
% Missed Repair Commitments - Dispatch - Business	21.48%	17.00%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Residence	8.96%	6.73%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	16.67%	15.22%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	23.76	27.69		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Business	12.78	11.95		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	6.79	10.47		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	3.85	4.34		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	20.86	22.44	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	10.73	11.62	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	12.63	12.17	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	12.67	7.01		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	70.56%	77.36%	No	Feb 98 - Aug 98 within parity
% Out of Service (OOS) <24 Hours - Business	86.18%	91.12%	No	First month out of parity
% Repeat Reports - Residence	4.34%	8.03%	Yes	
% Repeat Reports - Business	7.09%	6.80%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	1.54			Insufficient Sample
Average Installation Interval - ISDN	2.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	2.95%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	0.00%	4.46%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	100.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	69.31		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	n/a	3.20		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	1.00		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	1.59%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	1.79%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	4.23%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	11.50%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.19%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	10.10	13.23		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	35.26	8.03		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	7.04		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.30	7.18		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	3.63		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	8.68		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	6.57		Insufficient Sample
% Repeat Reports - VGPL	66.67%	6.80%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	6.87%		Insufficient Sample
% Repeat Reports - DDS	n/a	1.14%		Insufficient Sample
% Repeat Reports - DS1	n/a	n/a		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	1.19%	4.65%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.80%	6.39%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.37%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	11.76%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	5.30			
Average Installation Interval (Days) - DS1 Loop	12.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	27.03%			
% Installations Completed Within in 3 Days - DS1 Loop	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	4.46%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	2.04%	2.95%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	3.20		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00	69.31		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	1.79%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	11.50%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	2.13%	4.23%	Yes	
% Trouble Report within 30 Days - DS1 Loop	25.00%	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	6.39%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.89%	4.65%	Yes	
Trouble Report Rate (%) - DS1 Loop	6.29%	0.00%	No	Under Investigation
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	36.84%	9.07%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	8.03		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	10.04	13.23		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	4.01	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	3.63		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	4.80	7.18		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	0.88	n/a		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	63.16%	77.36%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.87%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	6.90%	6.80%		Insufficient Sample
% Repeat Reports - DS1 Loop	10.00%	n/a		Insufficient Sample

Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	18.58%		
Percent Installations Completed Within in 7 Days	0.12%		
Percent Installations Completed Within in 10 Days	47.53%		
Average Installation Interval (Days)	10.61		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks			
	Result		COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%		
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	3.55%		
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%		
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a		
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.07%		
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.05%		
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	2.13%		
	CLEC	SWBT	COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	60.6%	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	60.6%	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	5.04	9.97	Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	4.72	9.97	Insufficient Sample

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.22	2.60	Yes	
Mean Installation Interval - Field Work - Business	2.09	2.72	Yes	
Mean Installation Interval - No Field Work - Residence	1.46	0.73	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.72	0.97	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	96.89%	94.74%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	98.18%	92.47%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	94.40%	98.11%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	86.98%	96.25%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	3.71%	3.47%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	3.17%	3.24%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.17%	0.01%	No	Under Investigation
% SWBT Caused Missed Due Dates - No Field Work - Business	0.12%	0.40%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	11.92	4.69		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	n/a	14.33		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.29%	2.71%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	3.17%	2.22%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	5.05%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	4.39%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	1.00	9.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	1.00	10.75		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	7.43%	3.83%	No	Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	3.17%	2.79%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	3.11%	1.56%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.62%	1.30%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	4.29%	2.24%	No	Under Investigation
Trouble Report Rate (%) - Business	24.12%	1.09%	No	Under Investigation
% Missed Repair Commitments - Dispatch - Residence	7.71%	6.17%	No	First month out of parity
% Missed Repair Commitments - Dispatch - Business	13.73%	13.42%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	16.67%	4.89%	No	Oct 97 - May 98, Jul 98 within parity
% Missed Repair Commitments - No Dispatch - Business	37.50%	9.13%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	17.15	20.31	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	25.11	15.41		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	3.74	5.77		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	4.02		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	16.11	15.05	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	13.33	15.61	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	38.29	7.99		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	26.02	7.16		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	84.98%	92.63%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	89.36%	90.57%	Yes	
% Repeat Reports - Residence	6.14%	7.77%	Yes	
% Repeat Reports - Business	6.82%	7.03%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.00			Insufficient Sample
Average Installation Interval - ISDN	5.33			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	2.60%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	0.00%	0.25%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	7.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	n/a	5.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.10%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	7.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	0.86%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	5.38%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.13%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	n/a	20.51		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	14.70		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	207.66		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	17.16		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	2.61		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	17.60		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	13.63		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	13.24		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	15.43		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	3.83		Insufficient Sample
% Repeat Reports - VGPL	n/a	5.36%		Insufficient Sample
% Repeat Reports - ISDN	n/a	6.95%		Insufficient Sample
% Repeat Reports - DDS	n/a	1.16%		Insufficient Sample
% Repeat Reports - DS1	n/a	6.90%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.00%	2.19%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	4.25%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.37%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	n/a	19.33%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	32.43%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	0.25%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	2.60%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	7.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	0.10%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	7.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	5.38%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	0.86%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	4.25%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.00%	2.19%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	19.33%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	6.17%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	14.70		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	20.51		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	17.16		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	13.63		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	17.60		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	15.43		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	92.63%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.95%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	5.36%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	6.90%		Insufficient Sample

Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	n/a		
Percent Installations Completed Within in 7 Days	n/a		
Percent Installations Completed Within in 10 Days	n/a		
Average Installation Interval (Days)	n/a		
Percent Trouble Reports within 30 Days	n/a		
Percent Missed Due Dates	n/a		

Interconnection Trunks			
	Result		COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.14%		
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%		
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.04%		
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a		
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%		
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%		
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%		
	CLEC	SWBT	COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	34.5%	
Percent Missed Due Dates - SWBT to CLEC Trunking	44.7%	34.5%	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	218.21	Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	1.63	218.21	Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	3.70	4.50	Yes	
Mean Installation Interval - Field Work - Business	3.17	4.20	Yes	
Mean Installation Interval - No Field Work - Residence	2.31	0.60	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.60	0.75	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	92.55%	83.80%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	96.04%	88.05%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	75.33%	96.75%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	92.22%	96.42%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	4.34%	10.42%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	6.93%	8.13%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.12%	0.57%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	6.86	5.84		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	4.83	6.36		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	2.61%	8.23%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	4.33%	6.14%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	4.76%	5.63%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	9.57%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.61%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	7.43	10.62		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	8.30	13.29		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.33%	4.24%	No	Feb 98 - Apr 98, Jul 98 - Aug 98 within parity
% Trouble Reports within 10 Days - Field Work - Business	0.87%	2.30%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.77%	1.89%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.26%	1.59%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.89%	3.36%	No	Oct 97 - Jan 98, Apr 98 - Aug 98 within parity
Trouble Report Rate (%) - Business	1.11%	1.63%	Yes	
% Missed Repair Commitments - Dispatch - Residence	10.24%	7.40%	No	First Month out of parity
% Missed Repair Commitments - Dispatch - Business	11.93%	14.33%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	5.95%	5.43%	Yes	
% Missed Repair Commitments - No Dispatch - Business	6.78%	13.06%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	38.91	67.76	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	20.60	24.04		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	18.49	41.29	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	3.56	8.68		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	35.36	39.08	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	19.89	16.22	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	25.57	23.07	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	12.73	11.37		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	62.47%	63.28%	Yes	
% Out of Service (OOS) <24 Hours - Business	83.61%	87.24%	No	Under Investigation
% Repeat Reports - Residence	8.82%	9.65%	Yes	
% Repeat Reports - Business	8.15%	8.37%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.41			
Average Installation Interval - ISDN	8.78			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	94.44%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	3.36%	Yes	
% SWBT Caused Missed Due Dates - ISDN	6.06%	6.95%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	2.72%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	2.04%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	0.00%	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	1.54		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	7.00	5.63		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	14.26		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	13.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.29%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.99%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	2.04%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	6.29		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	13.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	0.68%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	5.26%	6.86%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.02%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	2.22%		Insufficient Sample
% Trouble Report within 30 Days - DS3	0.00%	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	6.55	15.95		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	11.63	10.66		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	52.62		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	5.17	30.11		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.99	37.45		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	8.84	4.39		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	10.18		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	4.89	36.56		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	8.51		Insufficient Sample
% Repeat Reports - VGPL	0.00%	4.04%		Insufficient Sample
% Repeat Reports - ISDN	40.00%	7.90%		Insufficient Sample
% Repeat Reports - DDS	n/a	5.88%		Insufficient Sample
% Repeat Reports - DS1	25.00%	3.77%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.51%	2.38%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	1.12%	5.72%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.31%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	33.33%	20.23%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	0.00%	6.45%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	7.56			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	12.20			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	6.95%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	6.02%	3.36%	No	Under Investigation
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	2.04%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.63		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	7.00	1.54		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	13.00		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.99%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	6.17%	0.00%	No	First month out of parity
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	2.04%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	6.29		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	14.00	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	13.00		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	6.86%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	3.61%	0.68%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	5.26%	2.22%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.72%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	4.72%	2.38%	No	Jan 98 - May 98, Jul 98 - Aug 98 within parity
Trouble Report Rate (%) - DS1 Loop	3.28%	20.23%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	100.00%	7.40%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	10.66		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	22.71	15.95		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	30.11		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.39		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	6.03	37.45		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	5.20	36.56		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	0.00%	63.28%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	7.90%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	25.00%	4.04%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	3.77%		Insufficient Sample

Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	50.82%		
Percent Installations Completed Within in 7 Days	0.33%		
Percent Installations Completed Within in 10 Days	93.44%		
Average Installation Interval (Days)	4.35		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks			
	Result		COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%		
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	7.15%		
Percent Trunk Blockage - SWBT End Office to SWBT End Office	1.99%		
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a		
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%		
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%		
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	5.49%		
	CLEC	SWBT	COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	2.1%	31.9%	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.7%	31.9%	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	4.48	n/a	Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	3.23	n/a	Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.94	3.36	Yes	
Mean Installation Interval - Field Work - Business	3.15	4.00	Yes	
Mean Installation Interval - No Field Work - Residence	1.73	0.46	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.61	0.74	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	93.92%	91.65%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	90.10%	89.02%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	90.32%	98.56%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	89.62%	96.70%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	5.18%	10.85%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	4.60%	7.17%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.15%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.15%	0.59%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	6.40	5.38		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	7.00	8.24		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.38%	8.06%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	3.97%	6.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	1.22%	3.33%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	10.53%	5.78%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.12%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	4.98	7.28	Yes	
Average Delay Days due to Lack of Facilities - Business	7.89	8.40		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.75%	4.74%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.09%	2.42%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.46%	1.71%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.49%	1.32%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.71%	3.58%	No	Oct 97 - Nov 97, Jan 98, Mar 98 - Jul 98 within parity
Trouble Report Rate (%) - Business	1.80%	1.54%	No	First month out of parity
% Missed Repair Commitments - Dispatch - Residence	9.32%	8.08%	No	Oct 97 - Jul 98 within parity
% Missed Repair Commitments - Dispatch - Business	13.68%	12.91%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	8.08%	6.53%	No	Jan 98 - Jul 98 within parity
% Missed Repair Commitments - No Dispatch - Business	20.79%	15.70%	No	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	42.22	50.07	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	18.27	18.52	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	13.41	17.64	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	3.93	13.38		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	34.59	33.55	No	Oct 97 - Jul 98 within parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	21.38	16.79	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	18.08	15.17	No	Dec 97 - Aug 98 within parity
Receipt To Clear Duration - Out of Service - No Dispatch - Business	18.48	20.87	Yes	
% Out of Service (OOS) <24 Hours - Residence	62.71%	69.31%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	79.55%	84.54%	No	Feb 98 - Aug 98 within parity
% Repeat Reports - Residence	8.99%	8.06%	No	First month out of parity
% Repeat Reports - Business	7.17%	8.12%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.79			
Average Installation Interval - ISDN	10.27			
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	11.77			
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	88.31%			
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	54.61%			
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	8.56%	2.80%	No	Feb 98 - Jul 98 within parity
% SWBT Caused Missed Due Dates - ISDN	2.90%	4.56%	Yes	
% SWBT Caused Missed Due Dates - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	21.02	7.86	No	First month out of parity
Average Delay days for SWBT Caused Missed Due Dates -ISDN	3.00	6.52		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	1.11%	0.00%	No	First month out of parity
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.13%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.09%	0.67%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	1.45%	0.38%	No	Under Investigation
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	10.00	12.29		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	2.00	11.83		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	3.74%	2.94%	Yes	
% Trouble Report within 30 Days - ISDN	3.51%	10.71%	Yes	
% Trouble Report within 30 Days - DDS	0.00%	0.44%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	6.25%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	5.41	5.30	Yes	
Mean Time to Restore - ISDN (Dispatch)	6.35	7.28		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	30.48		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	4.87	64.44		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	1.28		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	4.47	15.32		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	3.33	2.66		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	3.23	6.19		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	9.02		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	7.91		Insufficient Sample
% Repeat Reports - VGPL	3.64%	4.44%	Yes	
% Repeat Reports - ISDN	11.11%	7.62%		Insufficient Sample
% Repeat Reports - DDS	0.00%	2.99%		Insufficient Sample
% Repeat Reports - DS1	0.00%	4.17%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.89%	4.28%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	1.03%	5.45%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	2.94%	0.44%	No	Under Investigation
Failure Frequency (Trouble Report Rate) - DS1	12.50%	29.85%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	7.25%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	7.26			
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	2.14			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	7.49%			
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	4.56%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.91%	2.80%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	6.52		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.00	7.86		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.38%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.67%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	11.83		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	12.29		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	10.71%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	6.50%	2.94%	No	First month out of parity
% Trouble Report within 30 Days - DS1 Loop	n/a	6.25%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	4.17%	5.45%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	4.43%	4.28%	Yes	
Trouble Report Rate (%) - DS1 Loop	0.00%	29.85%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	57.14%	8.08%	No	First month out of parity
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	7.28		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.82	5.30	No	First month out of parity
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	64.44		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	0.22	2.66		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	3.59	15.32	Yes	
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	9.02		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	42.86%	69.31%	Yes	
% Repeat Reports - BRI Loop - ISDN	0.00%	7.62%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	6.48%	4.44%	No	First month out of parity
% Repeat Reports - DS1 Loop	n/a	4.17%		Insufficient Sample

Interim Number Portability (INP)

	Result	COMMENTS
Percent Installations Completed Within in 3 Days	19.27%	
Percent Installations Completed Within in 7 Days	0.33%	
Percent Installations Completed Within in 10 Days	100.00%	
Average Installation Interval (Days)	6.33	
Percent Trouble Reports within 30 Days	0.00%	
Percent Missed Due Dates	0.00%	

Interconnection Trunks

	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.01%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.01%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.72%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	12.5%	20.3%		
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	20.3%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	7.99	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	6.91	n/a		Insufficient Sample

POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.68	3.29	Yes	
Mean Installation Interval - Field Work - Business	2.56	3.28	Yes	
Mean Installation Interval - No Field Work - Residence	1.68	0.43	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.83	0.79	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	97.04%	93.20%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	95.41%	91.04%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.75%	99.28%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	88.98%	96.39%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	7.03%	11.52%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	6.28%	10.60%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.13%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.18%	0.51%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	5.45	4.92	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Business	2.80	6.46		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	5.30%	8.85%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	4.97%	8.67%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	3.16%	5.36%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	9.16%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.18%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	5.45	8.28	Yes	
Average Delay Days due to Lack of Facilities - Business	3.63	11.42		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.13%	6.07%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.62%	3.31%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.40%	2.23%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.28%	1.89%	Yes	

POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	5.72%	5.71%	Yes	
Trouble Report Rate (%) - Business	1.58%	2.78%	Yes	
% Missed Repair Commitments - Dispatch - Residence	8.61%	10.28%	Yes	
% Missed Repair Commitments - Dispatch - Business	9.12%	13.54%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	9.50%	9.34%	Yes	
% Missed Repair Commitments - No Dispatch - Business	8.24%	14.70%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	69.79	80.04	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	28.00	24.03	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	42.27	37.26	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	14.77	10.51		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	64.30	58.23	No	Nov 97 - Aug 98 within parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	19.55	19.11	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	49.33	36.07	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	14.21	18.76	Yes	
% Out of Service (OOS) <24 Hours - Residence	41.08%	46.19%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	79.24%	78.92%	Yes	
% Repeat Reports - Residence	6.23%	8.28%	Yes	
% Repeat Reports - Business	10.83%	8.44%	No	Under Investigation

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.62			
Average Installation Interval - ISDN	6.41			
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	2.69			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	98.89%			
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.93%	8.90%	Yes	
% SWBT Caused Missed Due Dates - ISDN	10.39%	23.62%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	0.64%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	18.64%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	2.00	18.10		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	11.75	8.07		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	9.22		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	5.27		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	1.44%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	1.30%	1.05%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.18%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	6.49%	4.57%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	16.95%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	25.39		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	16.40	13.35		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	5.60		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	3.17%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	6.25%	9.99%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.22%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	5.56%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

PERFORMANCE MEASUREMENT REPORT

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	37.38	46.13		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	7.78	15.94		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	12.72		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	18.47		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	6.64		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	4.02	24.71		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	7.52	4.19		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	3.65		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	7.97		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	9.50		Insufficient Sample
% Repeat Reports - VGPL	0.00%	6.87%		Insufficient Sample
% Repeat Reports - ISDN	12.50%	10.20%		Insufficient Sample
% Repeat Reports - DDS	n/a	5.76%		Insufficient Sample
% Repeat Reports - DS1	n/a	3.48%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.42%	3.62%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	1.60%	6.10%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.49%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	52.88%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	18.33%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	23.62%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	8.90%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	18.64%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	8.07		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	18.10		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	5.27		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	4.57%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	1.18%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	16.95%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	13.35		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	25.39		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	5.60		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	9.99%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	3.17%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	5.56%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	6.10%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	n/a	3.62%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	52.88%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	10.28%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	15.94		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	46.13		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	18.47		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.19		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	24.71		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	7.97		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	46.19%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	10.20%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	6.87%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	3.48%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	14.29%			
Percent Installations Completed Within in 7 Days	14.29%			
Percent Installations Completed Within in 10 Days	100.00%			
Average Installation Interval (Days)	4.86			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.62%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.05%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.61%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.02%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.52%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	3.1%	3.0%		
Percent Missed Due Dates - SWBT to CLEC Trunking	9.2%	3.0%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	3.00	1.84		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	4.13	1.84		Insufficient Sample

POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.22	3.03	Yes	
Mean Installation Interval - Field Work - Business	3.74	3.50	Yes	
Mean Installation Interval - No Field Work - Residence	1.53	0.44	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.59	0.58	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	98.28%	93.95%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	81.17%	92.16%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Residence	97.49%	99.42%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	91.21%	98.04%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	4.70%	8.60%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	8.33%	7.88%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.00%	0.04%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.09%	0.23%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	4.50	3.34		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.50	12.12		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - Residence	3.22%	6.85%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	7.29%	6.61%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	8.05%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	7.14%	12.58%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.65%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	3.92	11.47		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	5.93	13.72		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.46%	5.32%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.08%	3.02%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.46%	1.74%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.49%	1.71%	Yes	

POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	4.76%	3.73%	No	First month out of parity
Trouble Report Rate (%) - Business	0.85%	2.05%	Yes	
% Missed Repair Commitments - Dispatch - Residence	11.49%	8.10%	No	First month out of parity
% Missed Repair Commitments - Dispatch - Business	16.53%	18.81%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	11.37%	7.00%	No	First month out of parity
% Missed Repair Commitments - No Dispatch - Business	8.11%	15.98%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	51.93	58.06	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	18.58	21.08		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	13.48	19.85		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	9.53	12.97		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	35.10	32.50	No	First month out of parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	14.71	12.89	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	17.27	14.07	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Business	3.57	9.15		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	57.72%	65.35%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	90.39%	92.92%	No	Under Investigation
% Repeat Reports - Residence	7.67%	8.67%	Yes	
% Repeat Reports - Business	6.25%	8.59%	Yes	

PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.33			
Average Installation Interval - ISDN	8.74			
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	99.22%			
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.72%	27.39%	Yes	
% SWBT Caused Missed Due Dates - ISDN	20.97%	8.62%	No	Feb 98 - Aug 98 within parity
% SWBT Caused Missed Due Dates - DDS	n/a	7.39%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	16.36%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	100.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	3.00	5.55		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	4.88	7.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	4.65		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	8.56		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	3.00		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.31%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.20%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	1.82%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.81%	1.85%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	3.64%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	6.00	9.83		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	1.69%	Yes	
% Trouble Report within 30 Days - ISDN	2.56%	9.76%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	13.16%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	4.99	27.91		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	7.06	8.50		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	24.90		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	50.41		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.82	8.59		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	6.29	1.54		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	6.33		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	13.96		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	16.67%	6.33%		Insufficient Sample
% Repeat Reports - ISDN	11.11%	9.82%		Insufficient Sample
% Repeat Reports - DDS	n/a	6.35%		Insufficient Sample
% Repeat Reports - DS1	n/a	2.79%		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	1.03%	3.19%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	1.12%	5.04%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.28%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	15.95%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	7.04			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	9.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	15.38%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	8.62%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	3.80%	27.39%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	28.57%	16.36%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	7.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	5.00	5.55		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	0.00	8.56		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	1.85%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	3.64%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	9.83		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	1.00		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	9.76%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	14.29%	1.69%	No	Jun 98 only other month with sufficient sample
% Trouble Report within 30 Days - DS1 Loop	14.29%	13.16%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.04%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	6.32%	3.19%	No	First month out of parity
Trouble Report Rate (%) - DS1 Loop	5.48%	15.95%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	16.67%	8.10%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	8.50		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	12.18	27.91		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	5.13	50.41		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	1.54		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	1.52	8.59		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	13.96		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	83.33%	65.35%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	9.82%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	8.33%	6.33%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	2.79%		Insufficient Sample

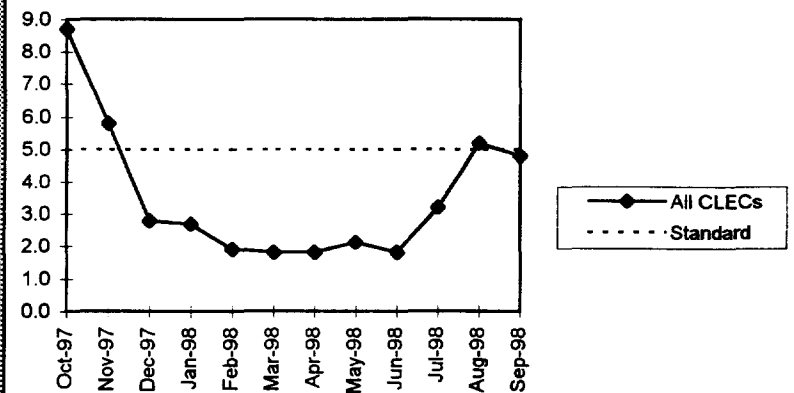
Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	28.40%		
Percent Installations Completed Within in 7 Days	0.11%		
Percent Installations Completed Within in 10 Days	92.34%		
Average Installation Interval (Days)	5.41		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.01%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.06%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.98%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	9.23%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	3.9%	23.9%		
Percent Missed Due Dates - SWBT to CLEC Trunking	1.6%	23.9%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	33.28	8.33		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	68.57	8.33		Insufficient Sample

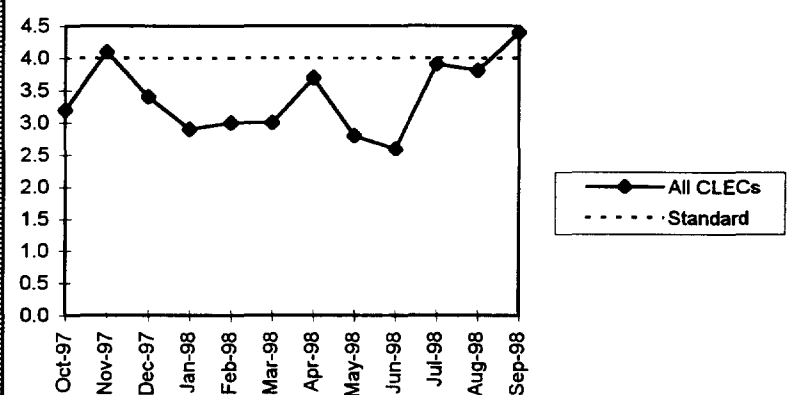
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

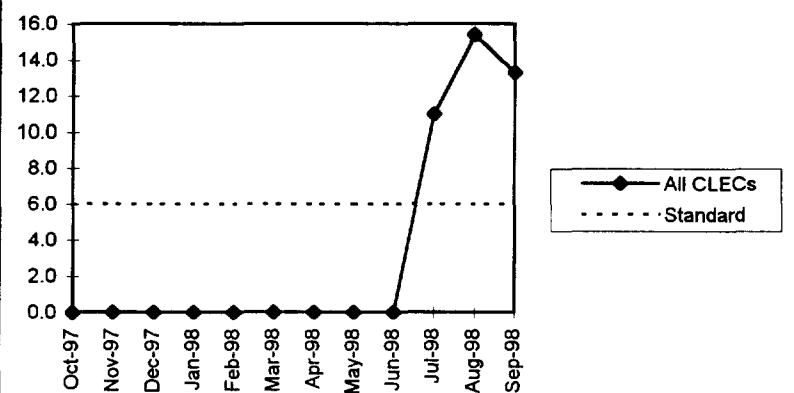
Measurement No. 1	Address Verification	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	308	8.7
Nov-97	248	5.8
Dec-97	135	2.8
Jan-98	44	2.7
Feb-98	15	1.9
Mar-98	13	1.8
Apr-98	13	1.8
May-98	6	2.1
Jun-98	2	1.8
Jul-98	17	3.2
Aug-98	1	5.2
Sep-98	87	4.8



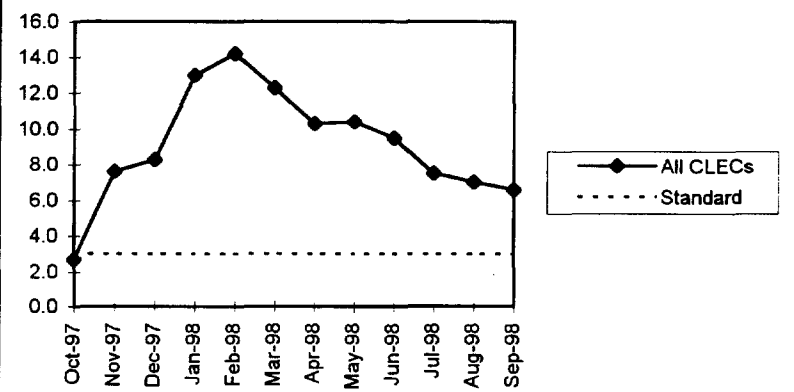
	Request for Telephone Number	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	120	3.2
Nov-97	55	4.1
Dec-97	20	3.4
Jan-98	187	2.9
Feb-98	275	3.0
Mar-98	459	3.0
Apr-98	396	3.7
May-98	276	2.8
Jun-98	45	2.6
Jul-98	103	3.9
Aug-98	45	3.8
Sep-98	66	4.4



	Request for CSR	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	2,332	n/a
Nov-97	73	n/a
Dec-97	133	n/a
Jan-98	408	n/a
Feb-98	1,395	n/a
Mar-98	1,164	n/a
Apr-98	1,643	n/a
May-98	1,148	n/a
Jun-98	647	n/a
Jul-98	584	11.0
Aug-98	355	15.4
Sep-98	244	13.3



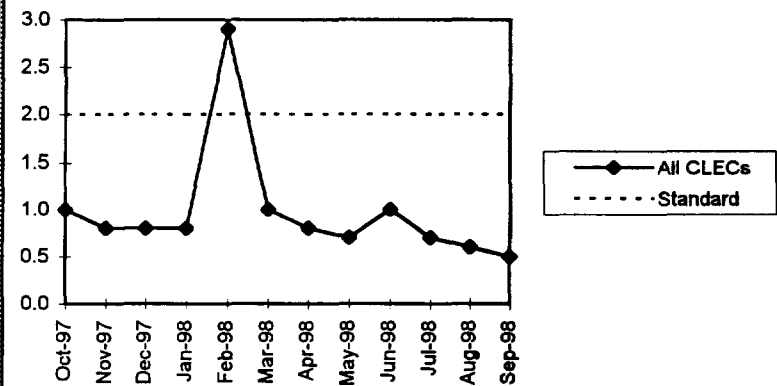
	Service Availability	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	426	2.7
Nov-97	24	7.6
Dec-97	23	8.3
Jan-98	202	13.0
Feb-98	587	14.2
Mar-98	729	12.3
Apr-98	568	10.3
May-98	358	10.4
Jun-98	145	9.5
Jul-98	64	7.5
Aug-98	26	7.0
Sep-98	43	6.6



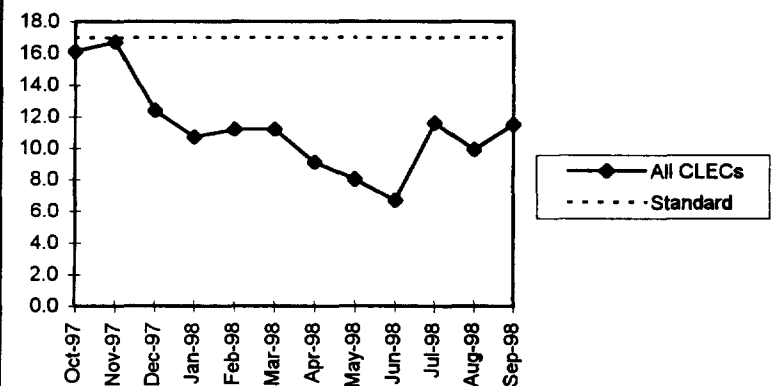
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 1	Service Appointment Scheduling	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	461	1.0
Nov-97	29	0.8
Dec-97	39	0.8
Jan-98	133	0.8
Feb-98	294	2.9
Mar-98	419	1.0
Apr-98	281	0.8
May-98	84	0.7
Jun-98	53	1.0
Jul-98	51	0.7
Aug-98	33	0.6
Sep-98	47	0.5

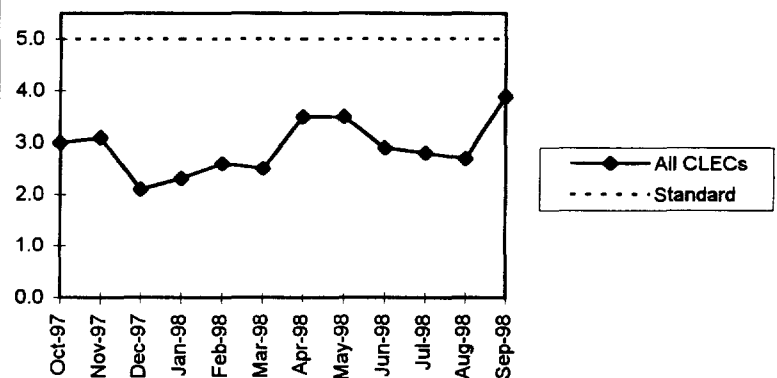


Measurement No. 2	Dispatch Required	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	515	16.1
Nov-97	26	16.7
Dec-97	89	12.4
Jan-98	606	10.7
Feb-98	1,484	11.2
Mar-98	1,383	11.2
Apr-98	849	9.1
May-98	803	8.0
Jun-98	269	6.7
Jul-98	37	11.6
Aug-98	44	9.9
Sep-98	61	11.5

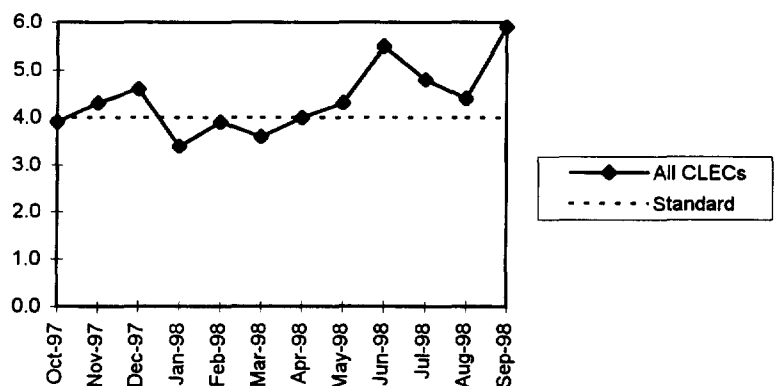


Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 2	Address Verification	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	1,569	3.0
Nov-97	1,537	3.1
Dec-97	1,648	2.1
Jan-98	1,932	2.3
Feb-98	3,070	2.6
Mar-98	4,804	2.5
Apr-98	3,140	3.5
May-98	2,014	3.5
Jun-98	2,832	2.9
Jul-98	2,913	2.8
Aug-98	3,711	2.7
Sep-98	4,990	3.9



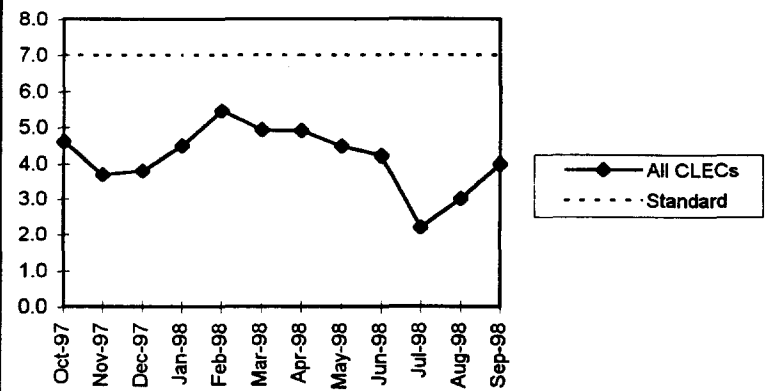
Measurement No. 2	Request for Telephone Number	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	108	3.9
Nov-97	24	4.3
Dec-97	79	4.6
Jan-98	100	3.4
Feb-98	326	3.9
Mar-98	615	3.6
Apr-98	738	4.0
May-98	785	4.3
Jun-98	72	5.5
Jul-98	861	4.8
Aug-98	489	4.4
Sep-98	371	5.9



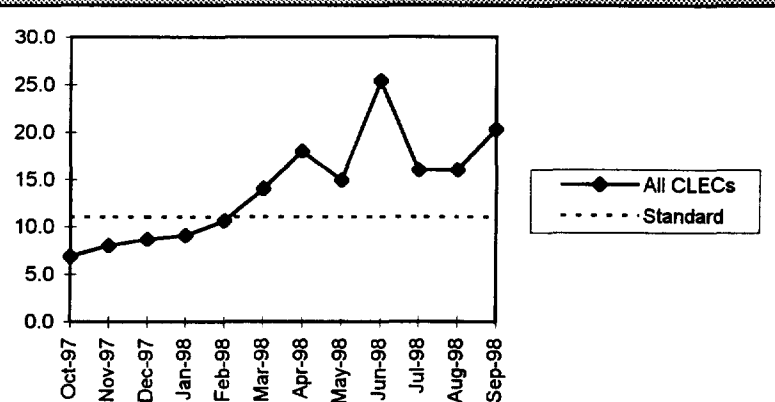
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

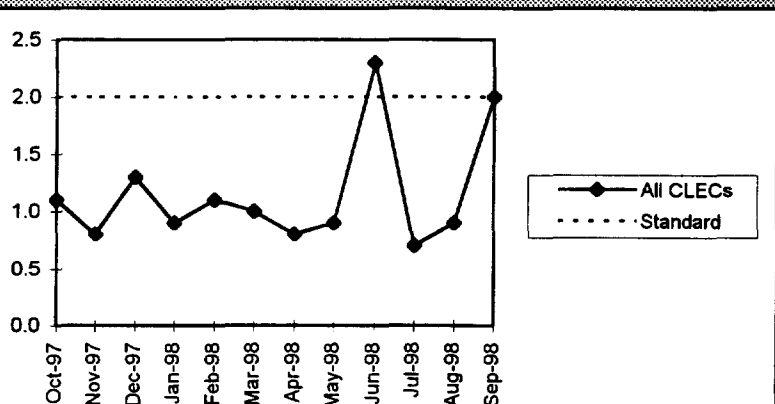
Measurement No. 2	Request for CSR	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	4,865	4.6
Nov-97	3,154	3.7
Dec-97	4,849	3.8
Jan-98	545	4.5
Feb-98	7,540	5.4
Mar-98	10,746	4.9
Apr-98	9,591	4.9
May-98	9,559	4.5
Jun-98	12,162	4.2
Jul-98	15,059	2.2
Aug-98	18,922	3.0
Sep-98	21,447	4.0



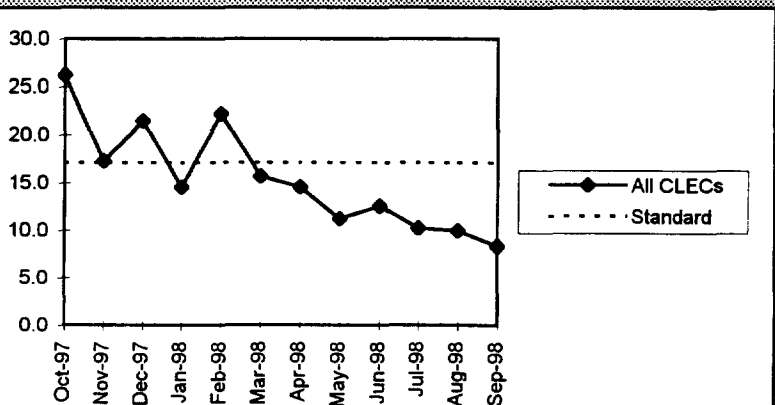
Measurement No. 2	Service Availability	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	49	6.9
Nov-97	99	8.0
Dec-97	45	8.7
Jan-98	23	9.1
Feb-98	112	10.6
Mar-98	379	14.0
Apr-98	138	18.0
May-98	73	14.9
Jun-98	103	25.4
Jul-98	89	16.0
Aug-98	208	16.0
Sep-98	95	20.3



Measurement No. 2	Service Appointment Scheduling	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	26	1.1
Nov-97	84	0.8
Dec-97	9	1.3
Jan-98	31	0.9
Feb-98	119	1.1
Mar-98	576	1.0
Apr-98	1,513	0.8
May-98	351	0.9
Jun-98	172	2.3
Jul-98	138	0.7
Aug-98	266	0.9
Sep-98	266	2.0

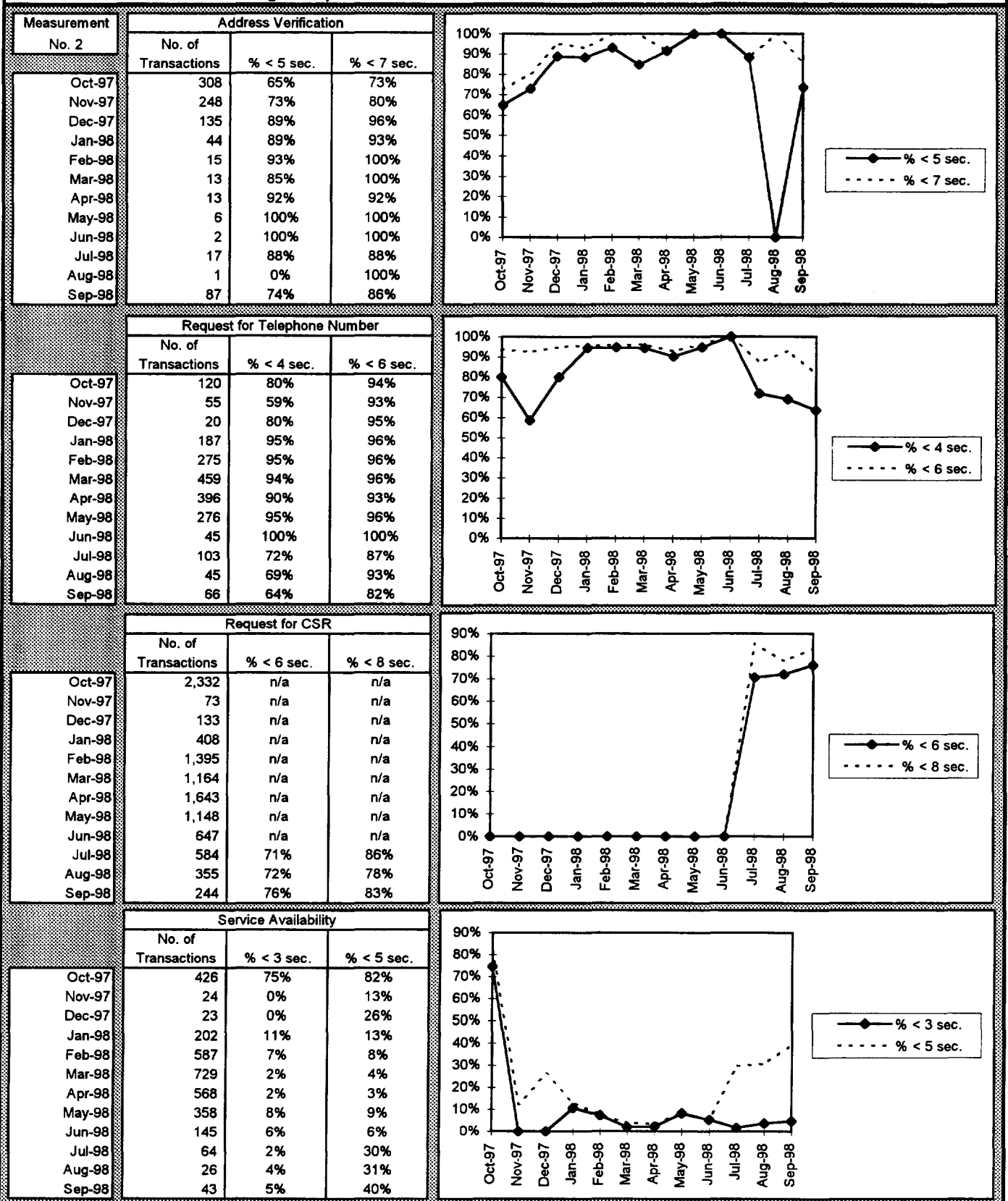


Measurement No. 2	Dispatch Required	
	No. of Transactions	Avg. Response Time (Seconds)
Oct-97	10	26.2
Nov-97	34	17.2
Dec-97	6	21.5
Jan-98	8	14.5
Feb-98	7	22.2
Mar-98	61	15.6
Apr-98	50	14.5
May-98	30	11.2
Jun-98	33	12.5
Jul-98	36	10.2
Aug-98	279	9.9
Sep-98	172	8.3



Pre-Ordering/Ordering

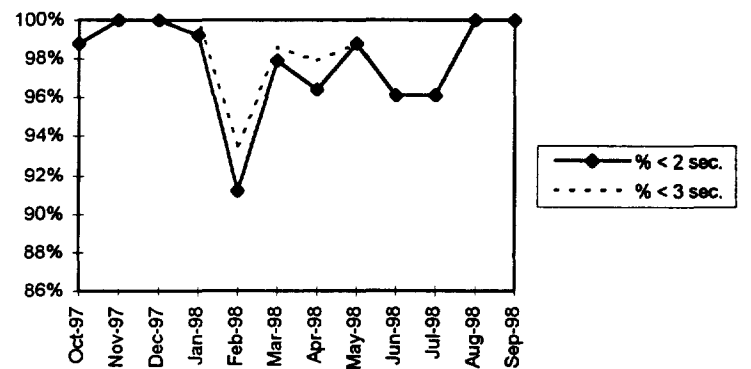
Average Response Time for OSS Pre-Order Interfaces - DATAGATE



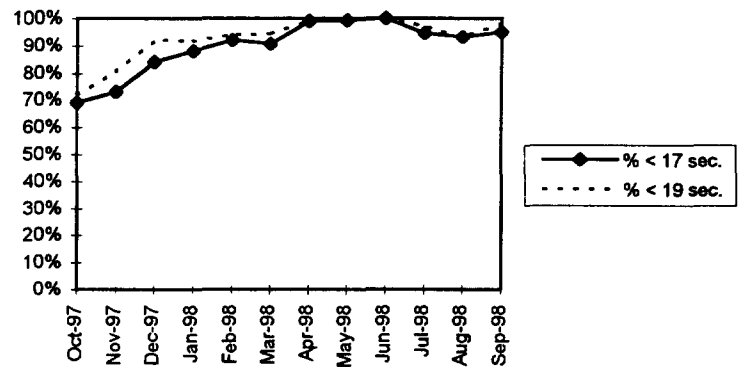
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 2	Service Appointment Scheduling		
	No. of Transactions	% < 2 sec.	% < 3 sec.
Oct-97	461	99%	99%
Nov-97	29	100%	100%
Dec-97	39	100%	100%
Jan-98	133	99%	100%
Feb-98	294	91%	94%
Mar-98	419	98%	99%
Apr-98	281	96%	98%
May-98	84	99%	99%
Jun-98	53	96%	96%
Jul-98	51	96%	96%
Aug-98	33	100%	100%
Sep-98	47	100%	100%

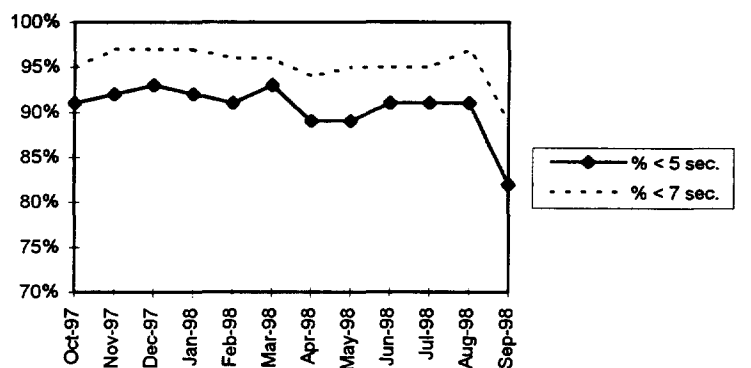


Measurement No. 2	Dispatch Required		
	No. of Transactions	% < 17 sec.	% < 19 sec.
Oct-97	515	69%	72%
Nov-97	26	73%	81%
Dec-97	89	84%	92%
Jan-98	606	88%	92%
Feb-98	1,484	92%	94%
Mar-98	1,383	91%	94%
Apr-98	849	99%	99%
May-98	803	99%	99%
Jun-98	269	100%	100%
Jul-98	37	95%	97%
Aug-98	44	93%	93%
Sep-98	61	95%	98%

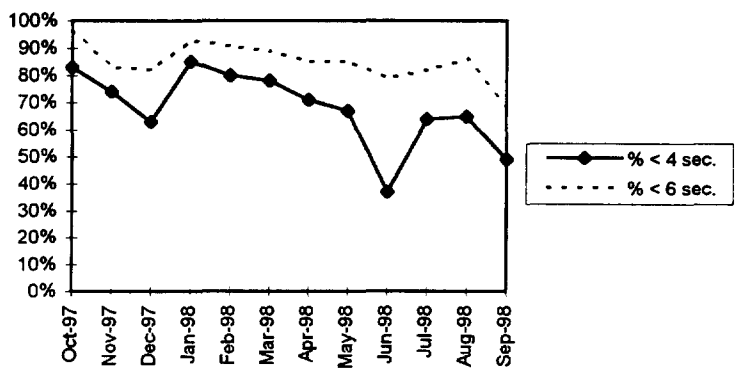


Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 2	Address Verification		
	No. of Transactions	% < 5 sec.	% < 7 sec.
Oct-97	1,569	91%	95%
Nov-97	1,537	92%	97%
Dec-97	1,648	93%	97%
Jan-98	1,932	92%	97%
Feb-98	3,070	91%	96%
Mar-98	4,804	93%	96%
Apr-98	3,140	89%	94%
May-98	2,014	89%	95%
Jun-98	2,832	91%	95%
Jul-98	2,913	91%	95%
Aug-98	3,711	91%	97%
Sep-98	4,990	82%	89%

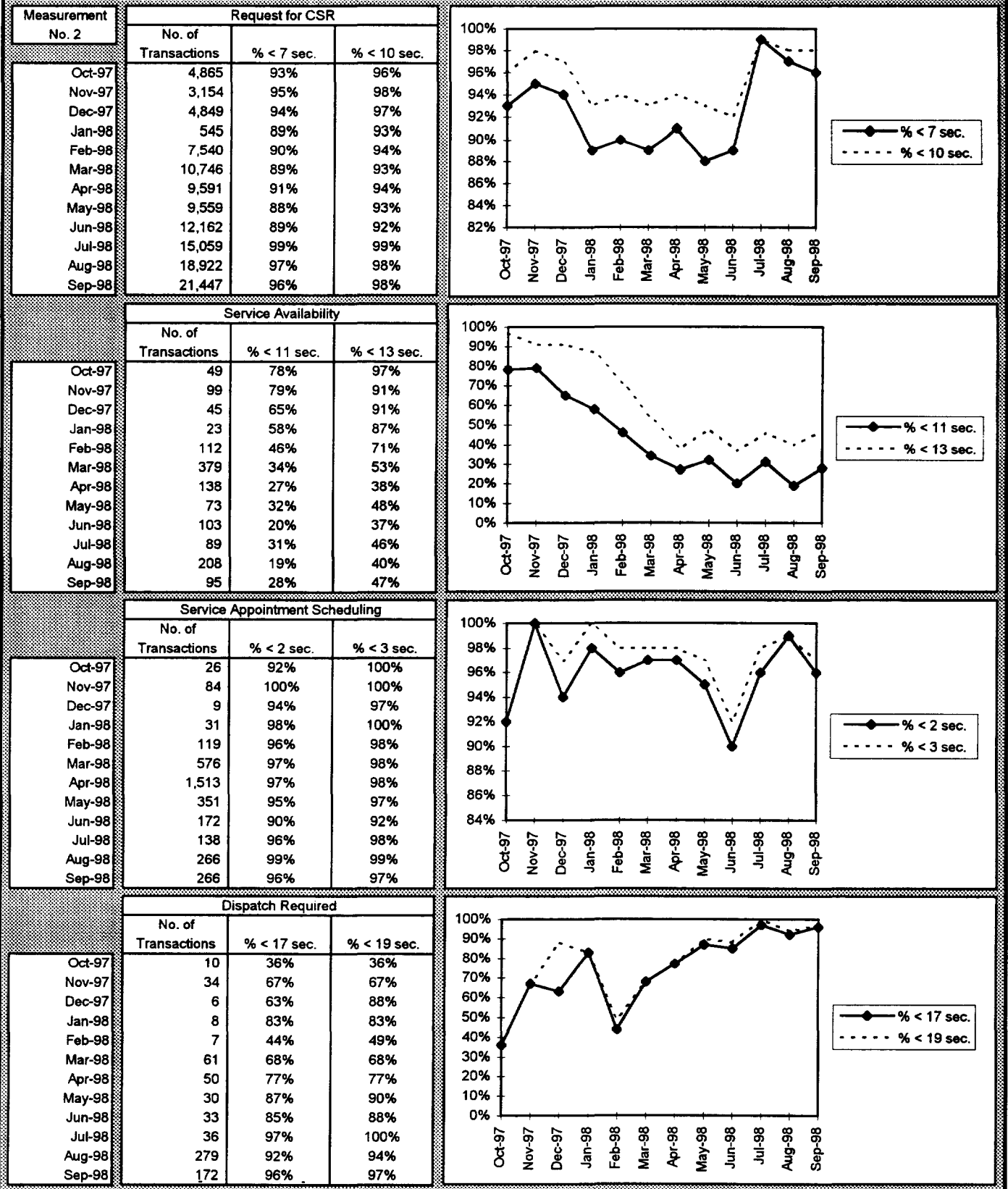


Measurement No. 2	Request for Telephone Number		
	No. of Transactions	% < 4 sec.	% < 6 sec.
Oct-97	108	83%	97%
Nov-97	24	74%	83%
Dec-97	79	63%	82%
Jan-98	100	85%	93%
Feb-98	326	80%	91%
Mar-98	615	78%	89%
Apr-98	738	71%	85%
May-98	785	67%	85%
Jun-98	72	37%	79%
Jul-98	861	64%	82%
Aug-98	489	65%	86%
Sep-98	371	49%	69%

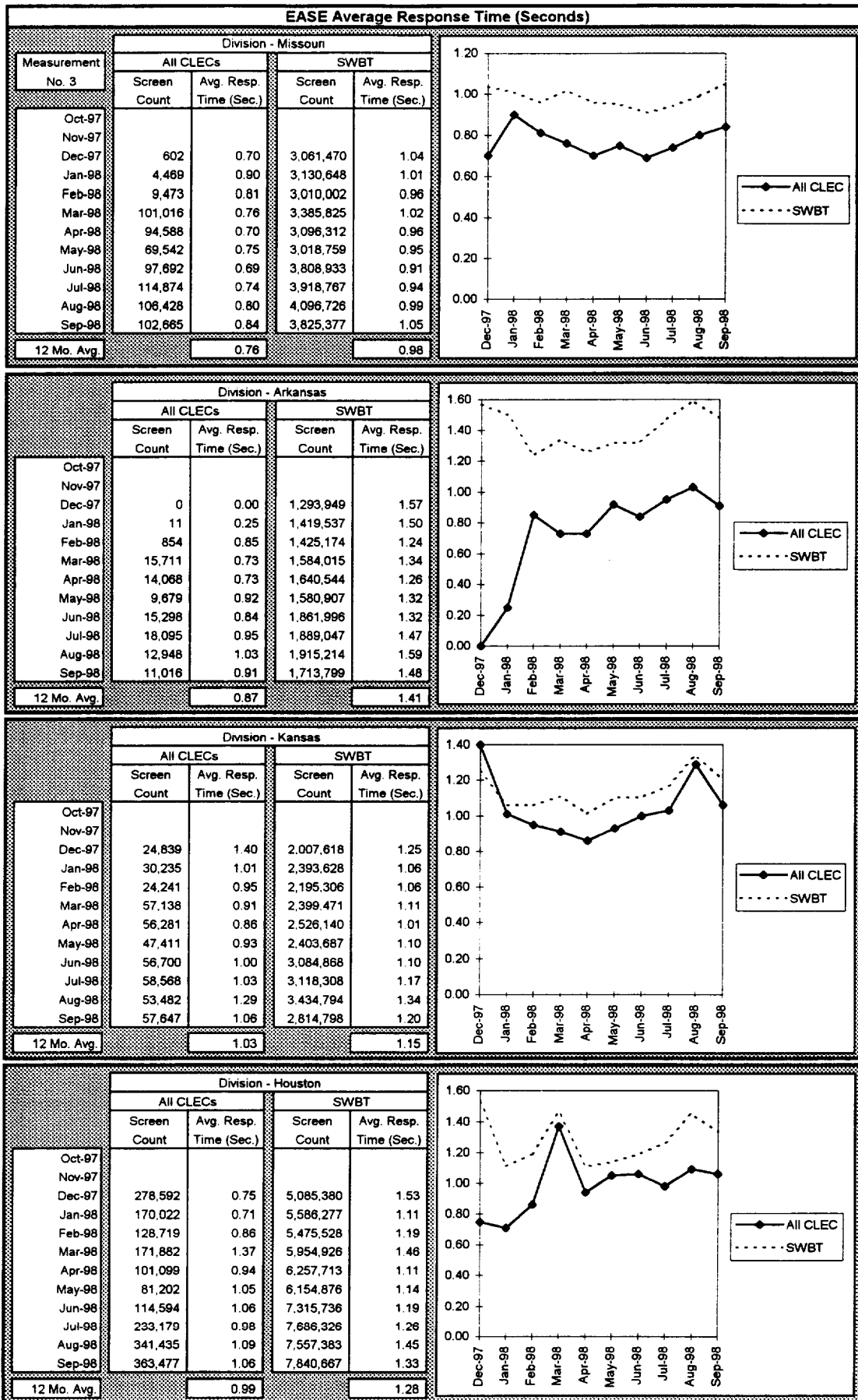


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE



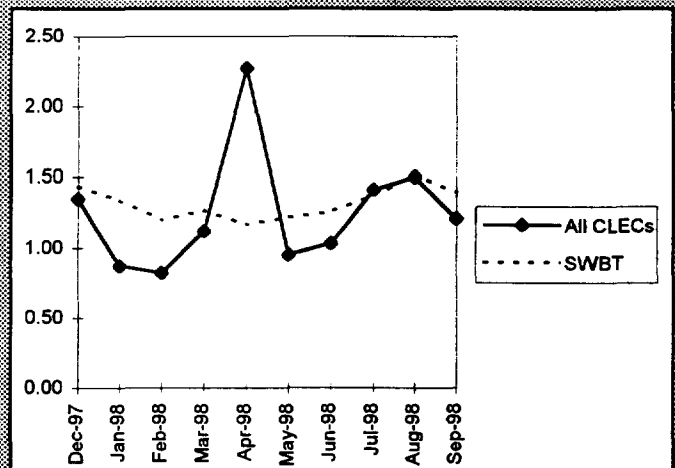
Pre-Ordering/Ordering



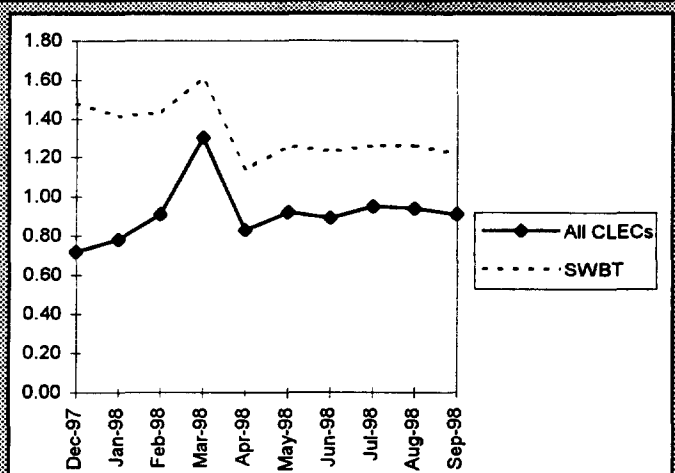
Pre-Ordering/Ordering

EASE Average Response Time (Seconds)

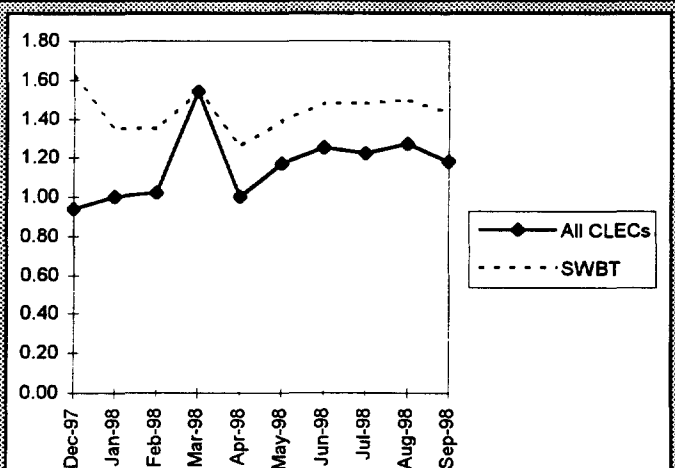
Measurement No. 3	Division - Oklahoma			
	All CLECs		SWBT	
	Screen Count	Avg. Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Oct-97				
Nov-97				
Dec-97	11,742	1.35	2,476,614	1.44
Jan-98	18,842	0.87	2,397,382	1.34
Feb-98	23,812	0.82	2,189,342	1.20
Mar-98	21,708	1.12	2,227,950	1.27
Apr-98	1,373	2.27	2,127,152	1.17
May-98	10,390	0.95	1,968,664	1.22
Jun-98	31,592	1.03	2,533,471	1.26
Jul-98	39,231	1.41	2,440,016	1.37
Aug-98	60,064	1.50	2,662,709	1.52
Sep-98	57,828	1.21	2,322,083	1.40
12 Mo. Avg.		1.22		1.33



Measurement No. 3	Division - Dallas			
	All CLECs		SWBT	
	Screen Count	Avg. Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Oct-97				
Nov-97				
Dec-97	600,482	0.72	4,750,428	1.48
Jan-98	508,825	0.78	4,966,624	1.41
Feb-98	531,741	0.91	4,755,902	1.43
Mar-98	1,027,861	1.30	4,772,089	1.61
Apr-98	634,235	0.83	5,217,856	1.14
May-98	566,643	0.92	5,157,828	1.26
Jun-98	673,770	0.89	5,738,868	1.23
Jul-98	825,246	0.95	6,311,219	1.26
Aug-98	758,372	0.94	6,581,944	1.26
Sep-98	694,146	0.91	6,223,577	1.22
12 Mo. Avg.		0.94		1.32

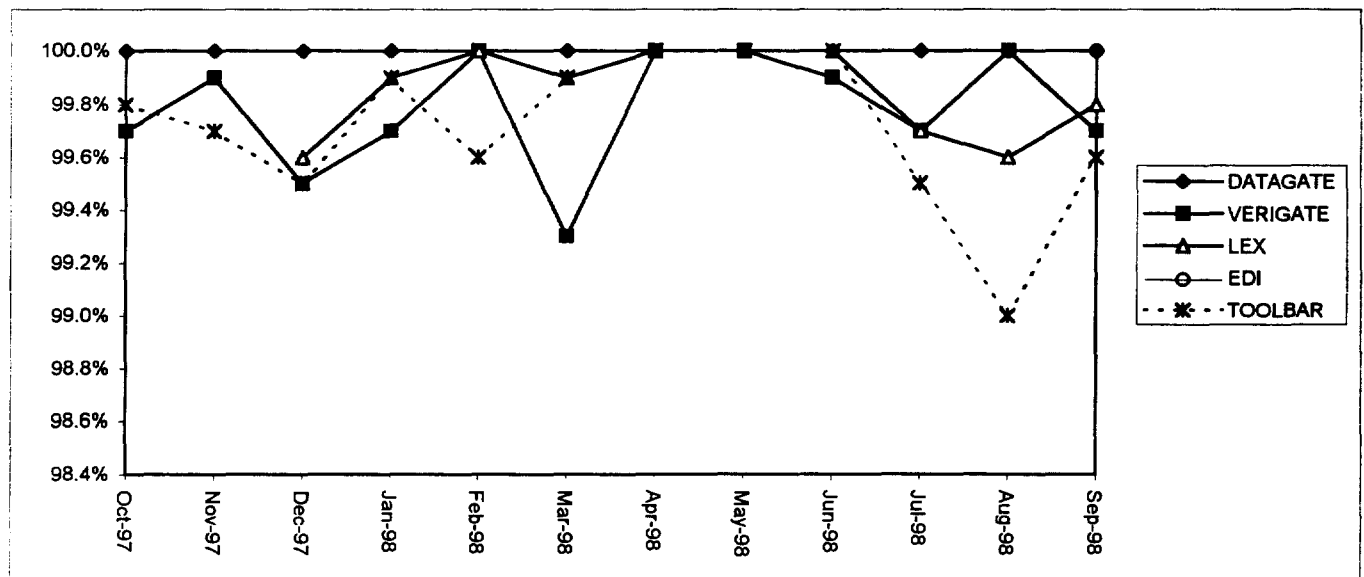


Measurement No. 3	Division - San Antonio			
	All CLECs		SWBT	
	Screen Count	Avg. Resp. Time (Sec.)	Screen Count	Avg. Resp. Time (Sec.)
Oct-97				
Nov-97				
Dec-97	556,290	0.94	5,210,297	1.62
Jan-98	214,542	1.00	5,803,862	1.35
Feb-98	314,437	1.02	5,598,705	1.35
Mar-98	618,447	1.54	5,889,286	1.54
Apr-98	442,298	1.00	6,096,143	1.26
May-98	333,487	1.17	4,960,868	1.39
Jun-98	502,238	1.25	8,244,122	1.48
Jul-98	628,476	1.22	8,657,309	1.48
Aug-98	630,729	1.27	8,561,605	1.50
Sep-98	671,037	1.18	8,261,988	1.43
12 Mo. Avg.		1.19		1.44



General - System Availability

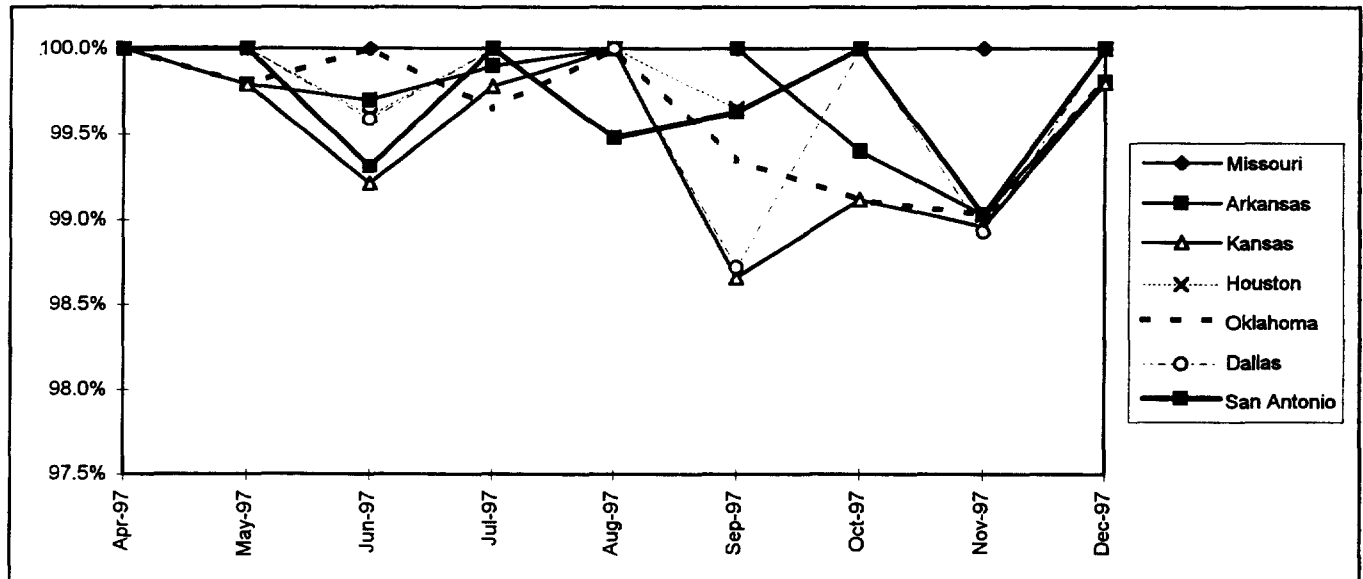
OSS Interface Availability						
Measurement No. 4	DATAGATE	VERIGATE	LEX	EDI	TOOLBAR	RAF by CLEC
Oct-97	100.0%	99.7%	n/a	n/a	99.8%	Varies by CLEC
Nov-97	100.0%	99.9%	99.9%	n/a	99.7%	
Dec-97	100.0%	99.5%	99.6%	n/a	99.5%	
Jan-98	100.0%	99.7%	99.9%	n/a	99.9%	
Feb-98	100.0%	100.0%	100.0%	n/a	99.6%	
Mar-98	100.0%	99.3%	99.9%	n/a	99.9%	
Apr-98	100.0%	100.0%	100.0%	n/a	100.0%	
May-98	100.0%	100.0%	100.0%	n/a	100.0%	
Jun-98	100.0%	99.9%	100.0%	n/a	100.0%	
Jul-98	100.0%	99.7%	99.7%	n/a	99.5%	
Aug-98	100.0%	100.0%	99.6%	n/a	99.0%	
Sep-98	100.0%	99.7%	99.8%	100.0%	99.6%	



General - System Availability

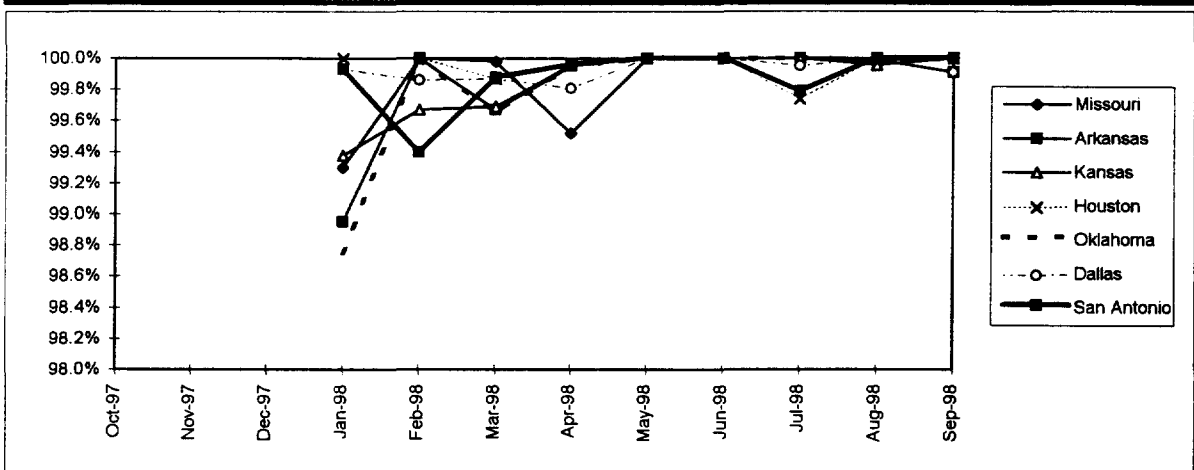
EASE Availability - By Division (CPU Platform)

Measurement No. 4	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Apr-97	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
May-97	100.0%	100.0%	99.8%	100.0%	99.8%	100.0%	100.0%
Jun-97	100.0%	99.7%	99.2%	99.6%	100.0%	99.6%	99.3%
Jul-97	100.0%	99.9%	99.8%	100.0%	99.7%	100.0%	100.0%
Aug-97	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%
Sep-97	100.0%	100.0%	98.7%	99.7%	99.4%	98.7%	99.6%
Oct-97	100.0%	99.4%	99.1%	100.0%	99.1%	100.0%	100.0%
Nov-97	100.0%	99.0%	99.0%	99.0%	99.0%	98.9%	99.0%
Dec-97	100.0%	99.8%	99.8%	100.0%	99.8%	100.0%	100.0%

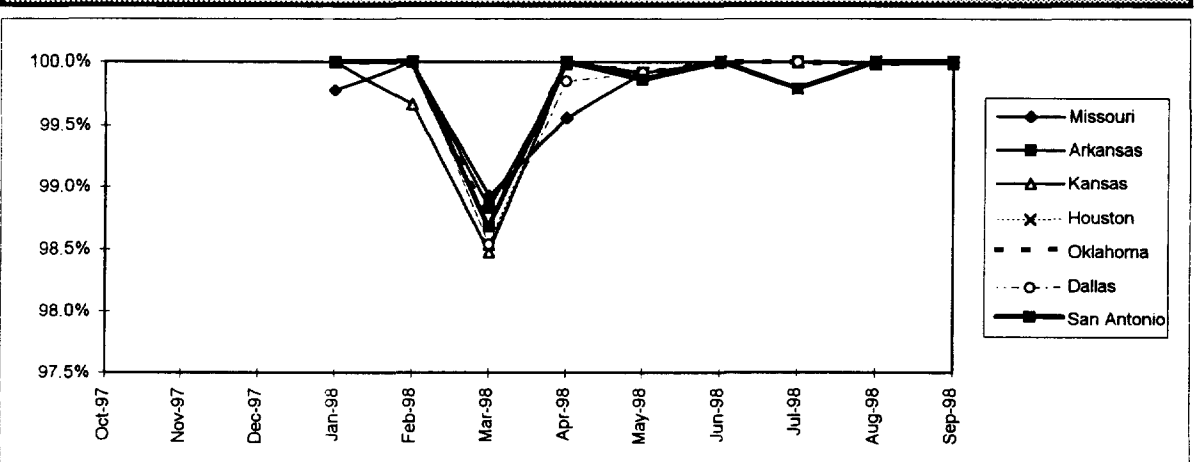


General - System Availability

Consumer EASE Availability - By Division (CPU Platform)							
Measurement No. 4	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Oct-97							
Nov-97							
Dec-97							
Jan-98	99.3%	99.0%	99.4%	100.0%	98.8%	99.9%	99.9%
Feb-98	100.0%	100.0%	99.7%	100.0%	100.0%	99.9%	99.4%
Mar-98	100.0%	99.7%	99.7%	99.9%	99.7%	99.9%	99.9%
Apr-98	99.52%	99.95%	99.96%	99.96%	99.96%	99.81%	99.96%
May-98	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Jun-98	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Jul-98	100.00%	100.00%	100.00%	99.74%	100.00%	99.95%	99.79%
Aug-98	99.99%	99.99%	99.96%	100.00%	99.99%	100.00%	100.00%
Sep-98	100.00%	99.91%	100.00%	100.00%	100.00%	99.91%	100.00%



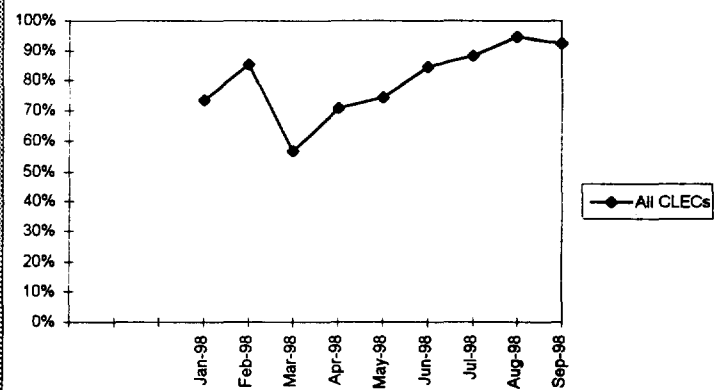
Business EASE Availability - By Division (CPU Platform)							
Measurement No. 4	Missouri	Arkansas	Kansas	Houston	Oklahoma	Dallas	San Antonio
Oct-97							
Nov-97							
Dec-97							
Jan-98	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Feb-98	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%
Mar-98	98.9%	98.8%	98.5%	98.5%	98.7%	98.5%	98.7%
Apr-98	99.6%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
May-98	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
Jun-98	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Jul-98	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.8%
Aug-98	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Sep-98	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



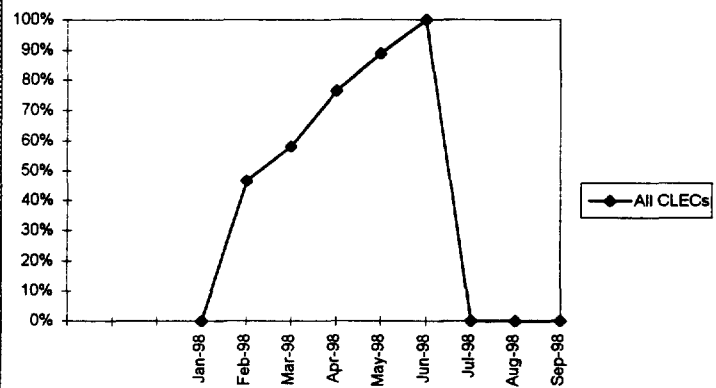
Pre-Ordering/Ordering

Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized

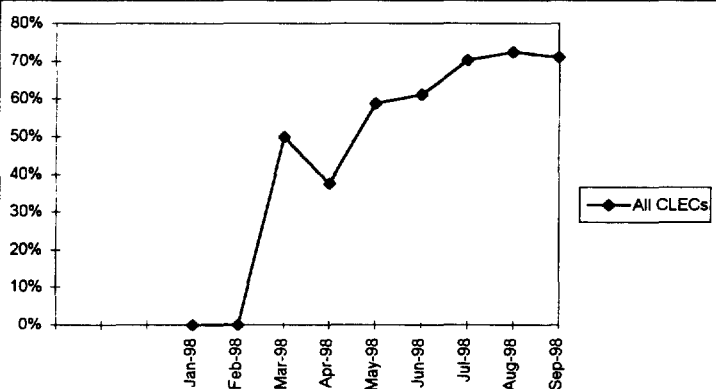
Measurement No. 5	Residence and Simple Business - LEX		
	All CLECs		
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	19	14	73.7%
Feb-98	458	391	85.4%
Mar-98	448	254	56.7%
Apr-98	1,252	887	70.8%
May-98	1,090	812	74.5%
Jun-98	1,506	1,273	84.5%
Jul-98	1,563	1,378	88.2%
Aug-98	2,165	2,050	94.7%
Sep-98	1,621	1,499	92.5%
12 Mo. Total	10,122	8,558	84.5%



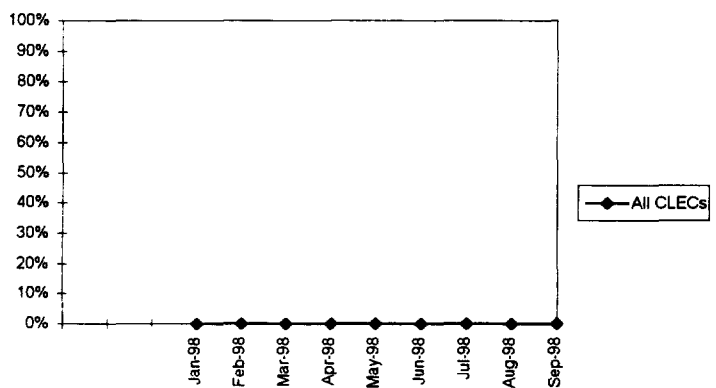
Measurement No. 5	Residence and Simple Business - EDI		
	All CLECs		
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours
Jan-98	4	0	0.0%
Feb-98	148	69	46.6%
Mar-98	100	58	58.0%
Apr-98	47	36	76.6%
May-98	9	8	88.9%
Jun-98	1	1	100.0%
Jul-98	0	0	n/a
Aug-98	0	0	n/a
Sep-98	0	0	n/a
12 Mo. Total	309	172	55.7%



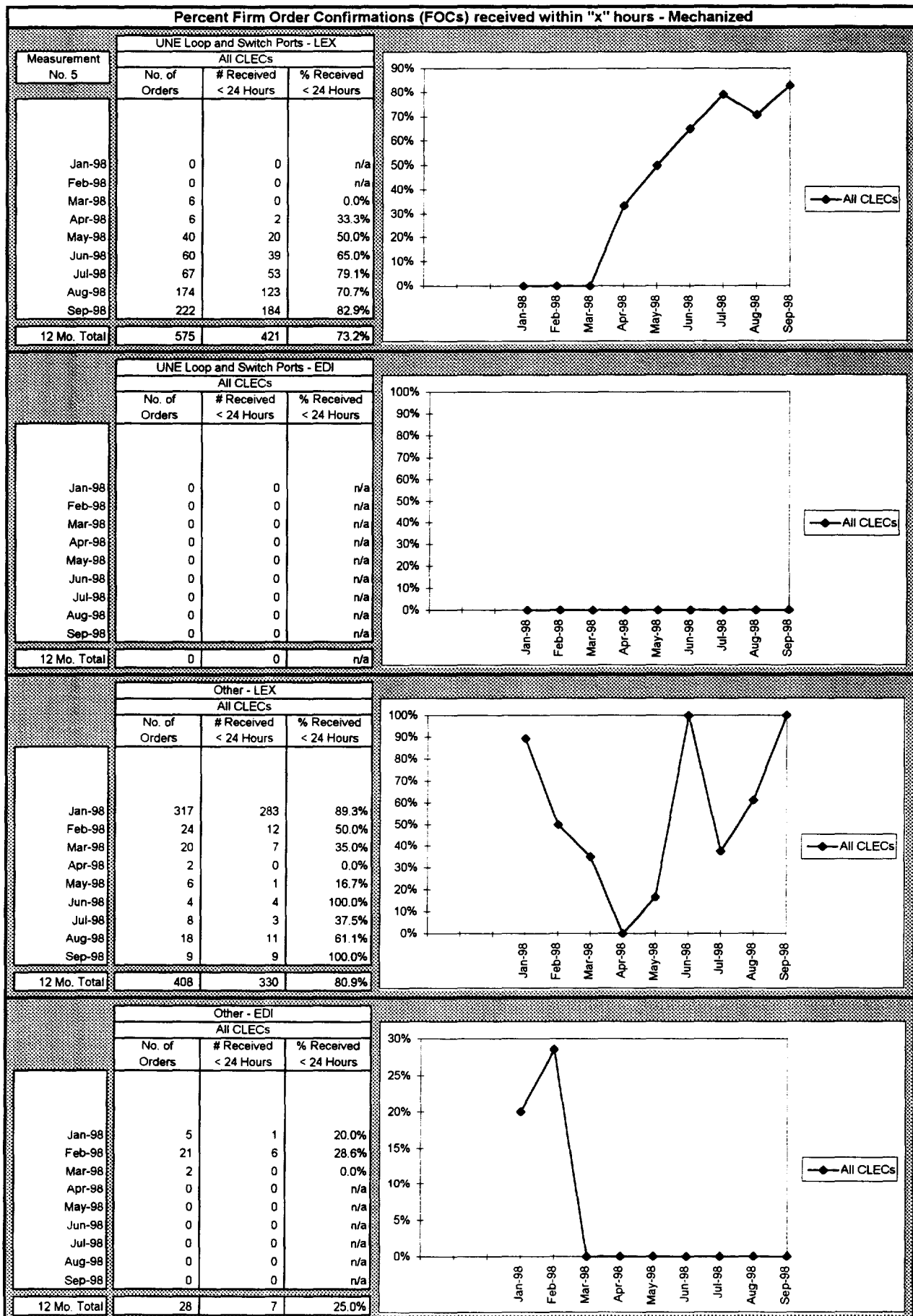
Measurement No. 5	Complex Business - LEX		
	All CLECs		
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours
Jan-98	0	0	n/a
Feb-98	0	0	n/a
Mar-98	2	1	50.0%
Apr-98	16	6	37.5%
May-98	17	10	58.8%
Jun-98	31	19	61.3%
Jul-98	37	26	70.3%
Aug-98	58	42	72.4%
Sep-98	45	32	71.1%
12 Mo. Total	206	136	66.0%

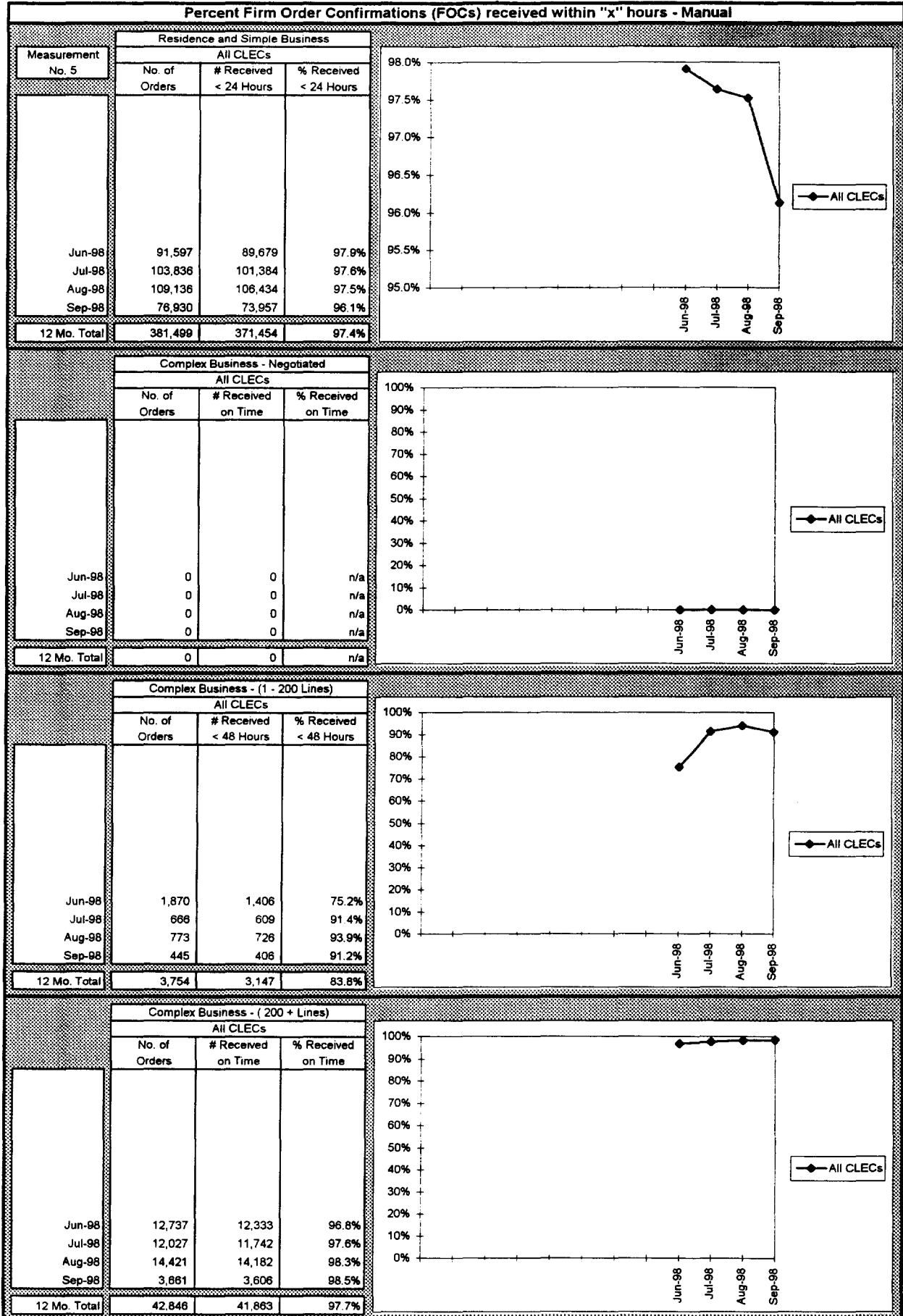


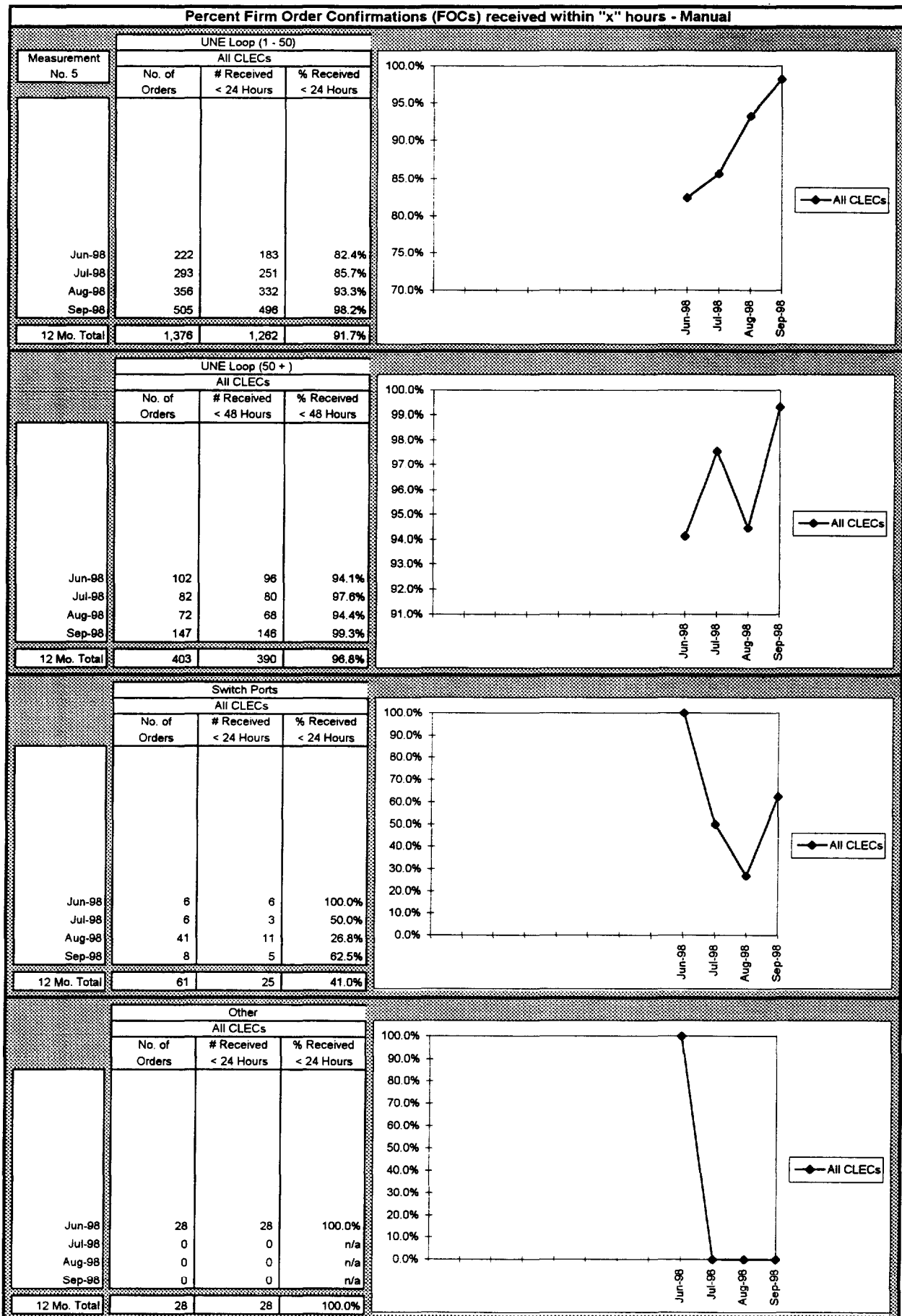
Measurement No. 5	Complex Business - EDI		
	All CLECs		
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours
Jan-98	0	0	n/a
Feb-98	0	0	n/a
Mar-98	0	0	n/a
Apr-98	0	0	n/a
May-98	0	0	n/a
Jun-98	0	0	n/a
Jul-98	0	0	n/a
Aug-98	0	0	n/a
Sep-98	0	0	n/a
12 Mo. Total	0	0	n/a



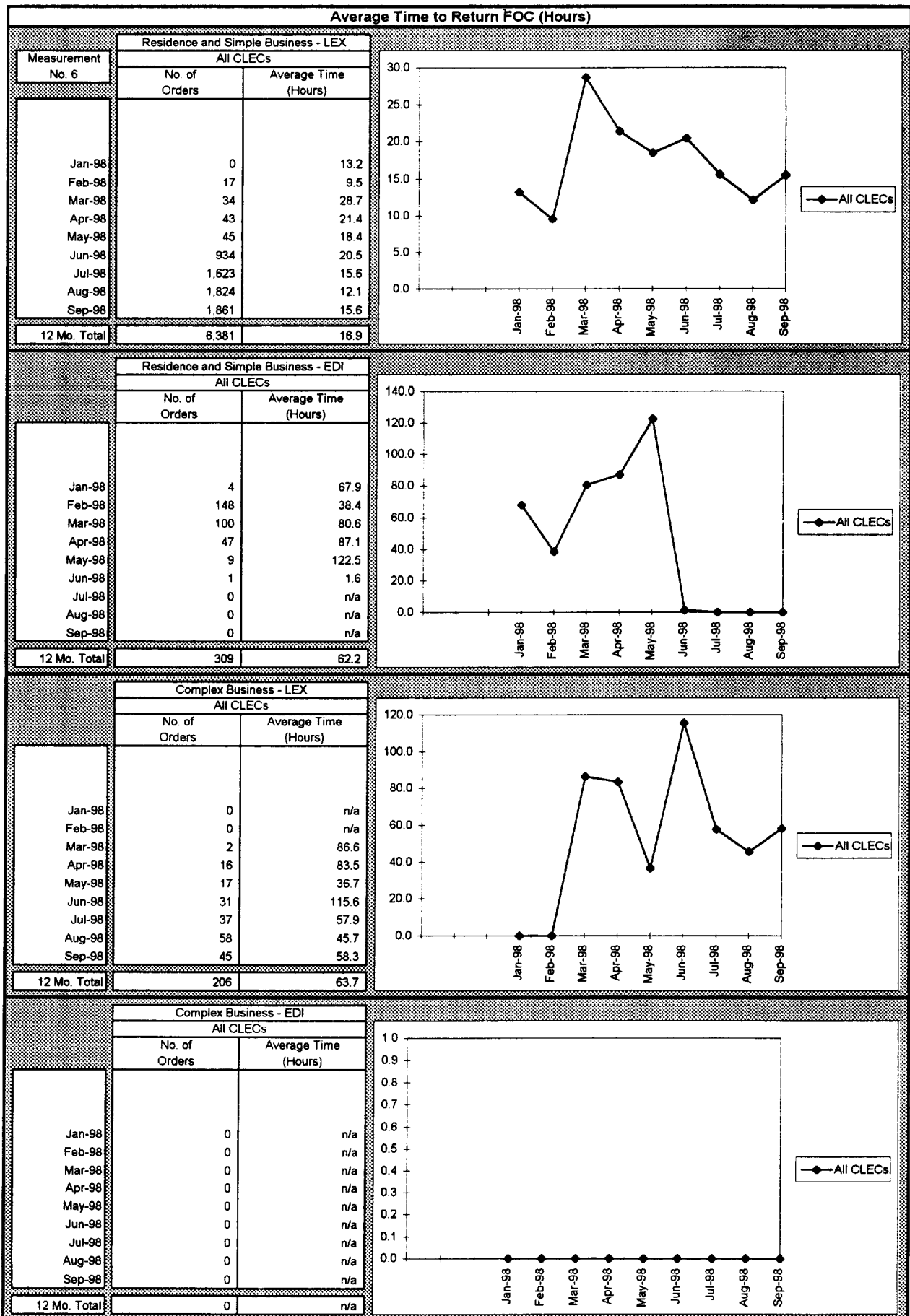
Pre-Ordering/Ordering



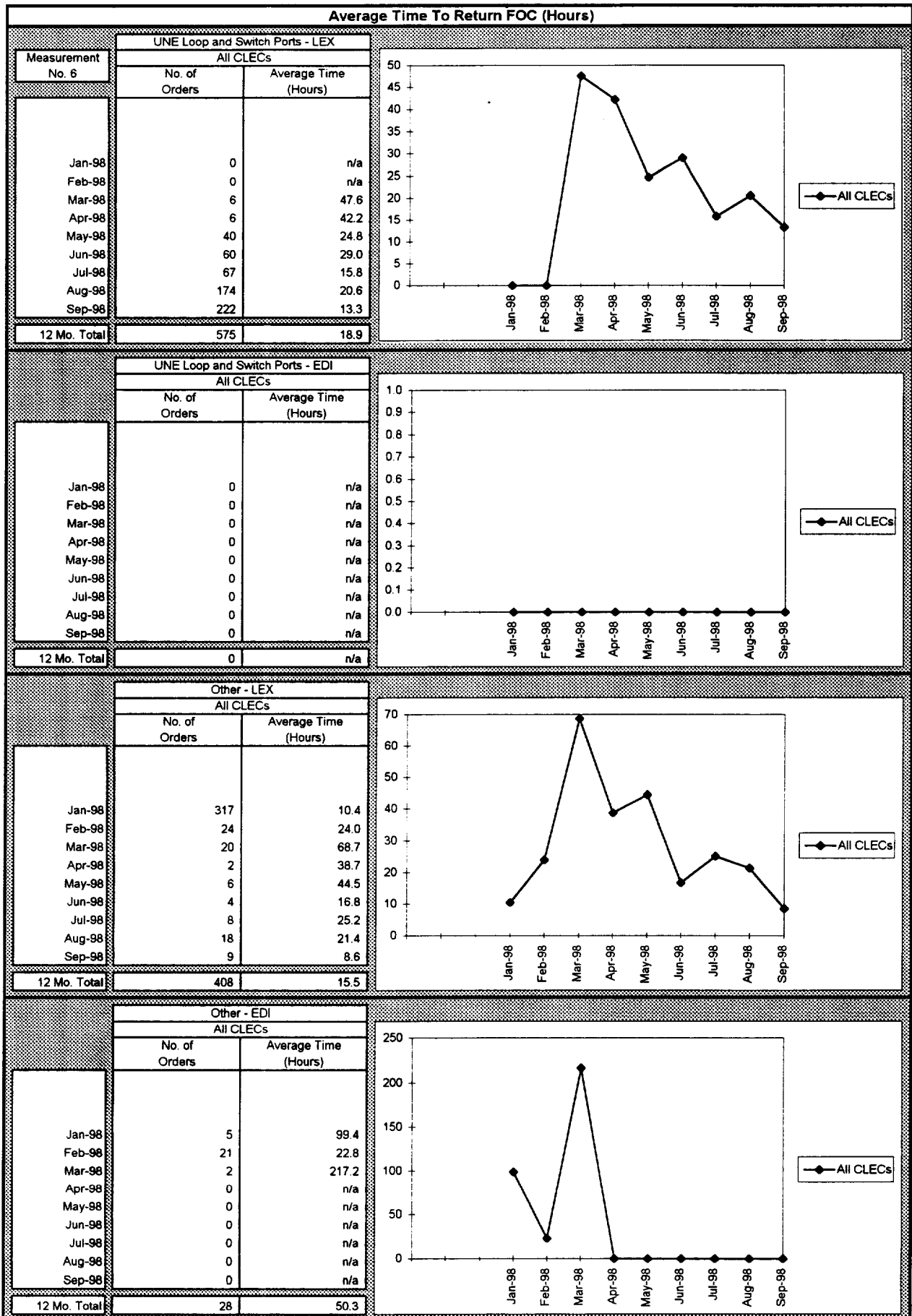




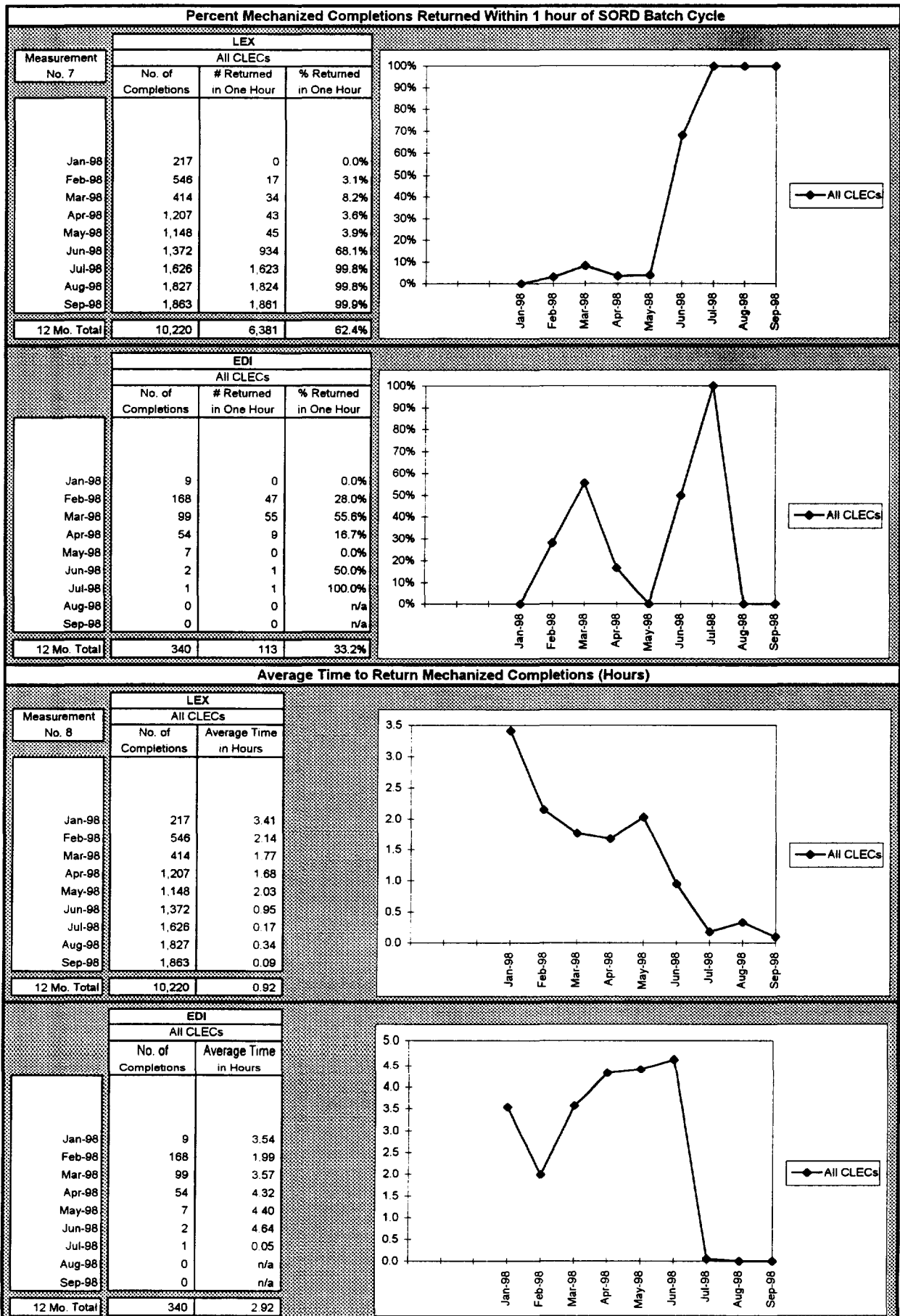
Pre-Ordering/Ordering



Pre-Ordering/Ordering



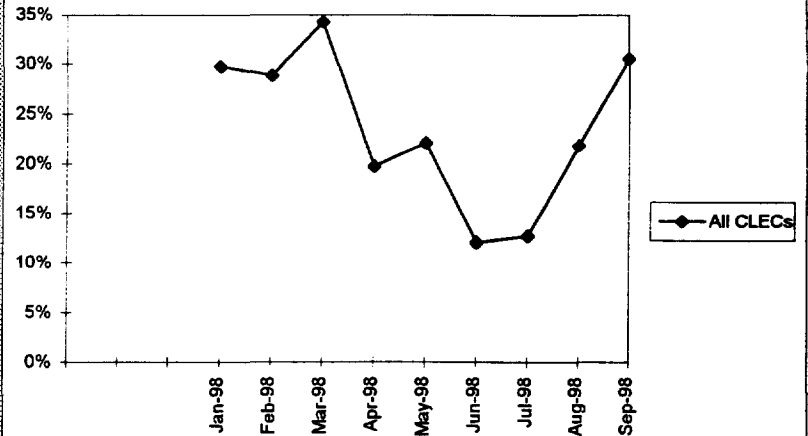
Pre-Ordering/Ordering



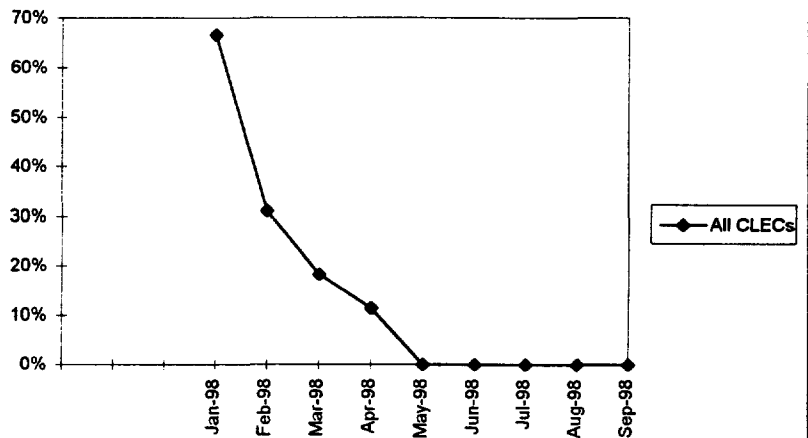
Pre-Ordering/Ordering

Percent Rejects (For the Electronic Interfaces EDI and LEX)

Measurement No. 9	LEX		
	All CLECs		
	No. of Orders	No. of Rejects	Percent Rejects
Jan-98	524	156	29.8%
Feb-98	929	268	28.8%
Mar-98	1,184	406	34.3%
Apr-98	2,435	482	19.8%
May-98	2,266	502	22.2%
Jun-98	3,469	417	12.0%
Jul-98	3,250	413	12.7%
Aug-98	4,858	1,062	21.9%
Sep-98	4,280	1,311	30.6%
12 Mo. Total	23,195	5,017	21.6%

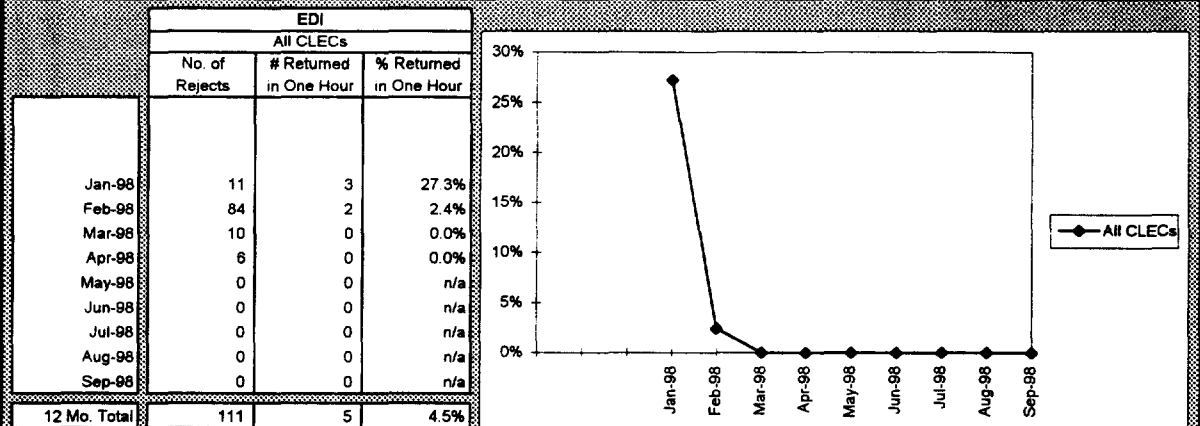
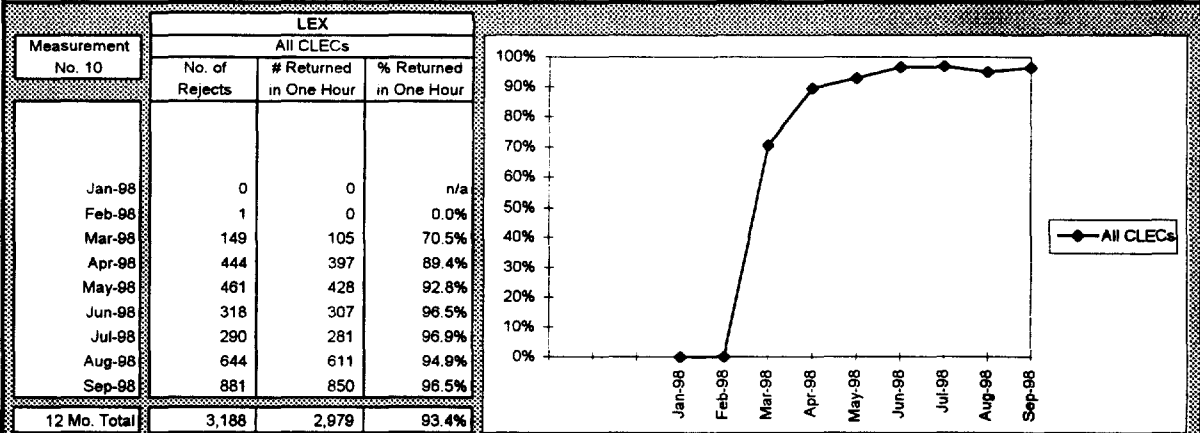


Measurement No. 9	EDI		
	All CLECs		
	No. of Orders	No. of Rejects	Percent Rejects
Jan-98	27	18	66.7%
Feb-98	273	85	31.1%
Mar-98	115	21	18.3%
Apr-98	53	6	11.3%
May-98	10	0	0.0%
Jun-98	1	0	0.0%
Jul-98	0	0	n/a
Aug-98	0	0	n/a
Sep-98	0	0	n/a
12 Mo. Total	479	130	27.1%

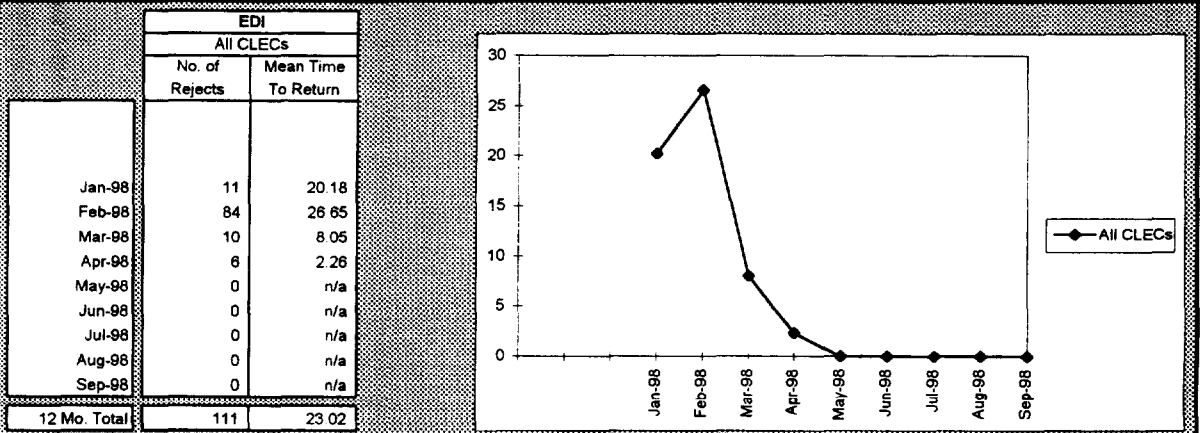
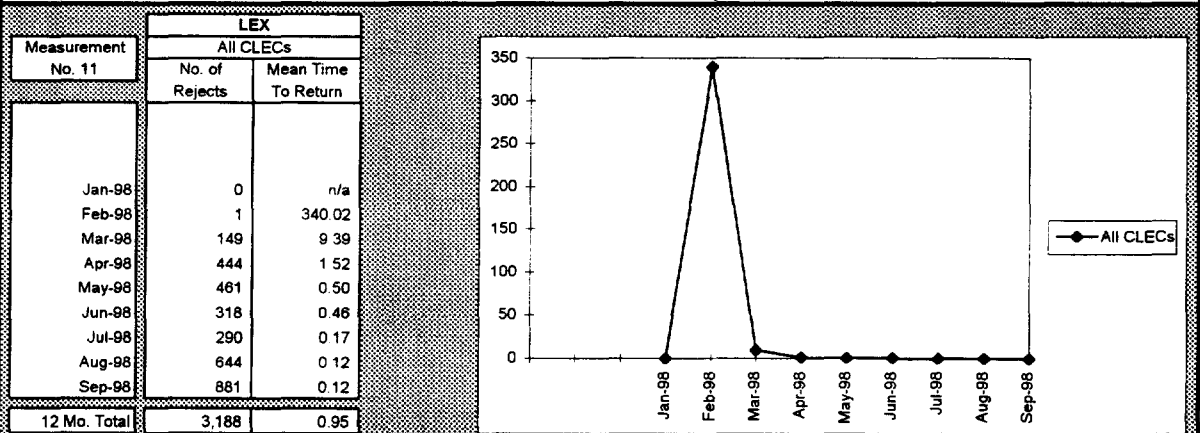


Pre-Ordering/Ordering

Percent Mechanized Rejects Returned within One Hour of start of EDI/LASR Batch Process

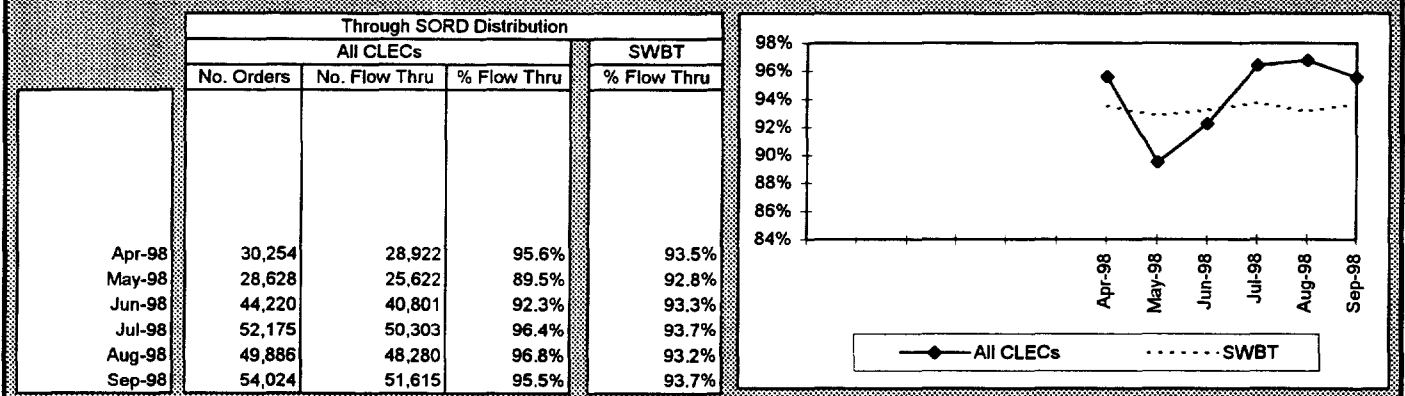
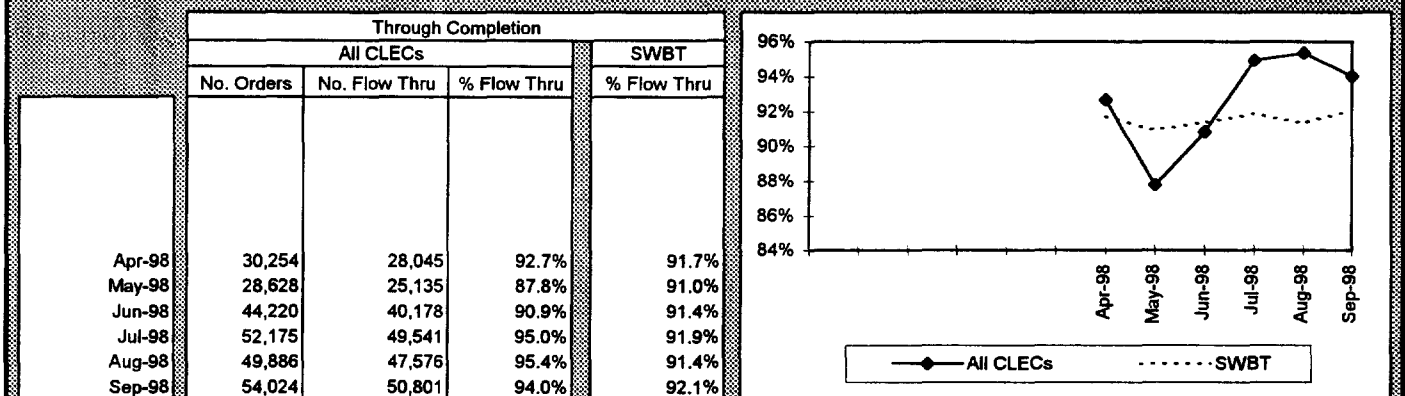
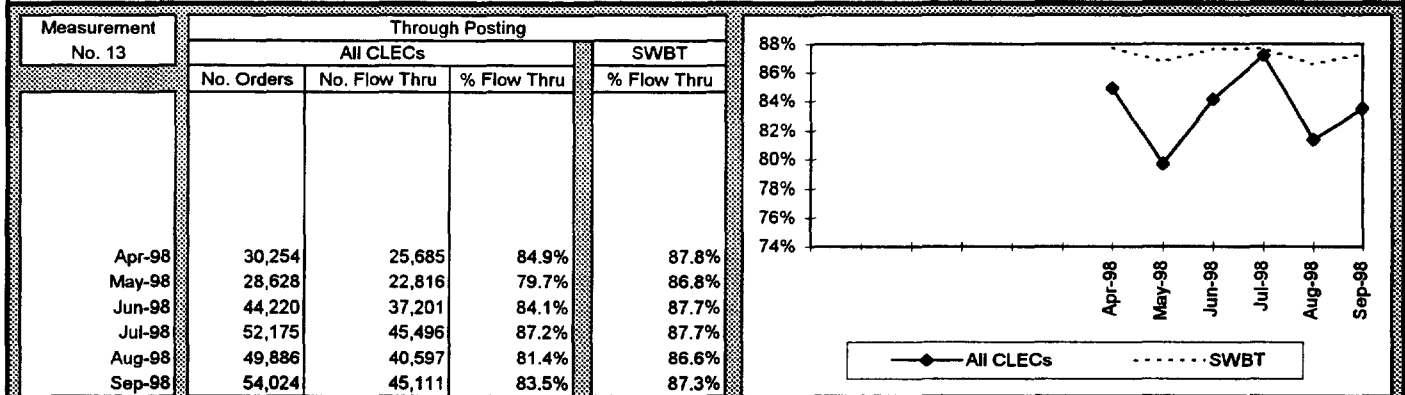


Mean Time to Return Mechanized Rejects (Hours)



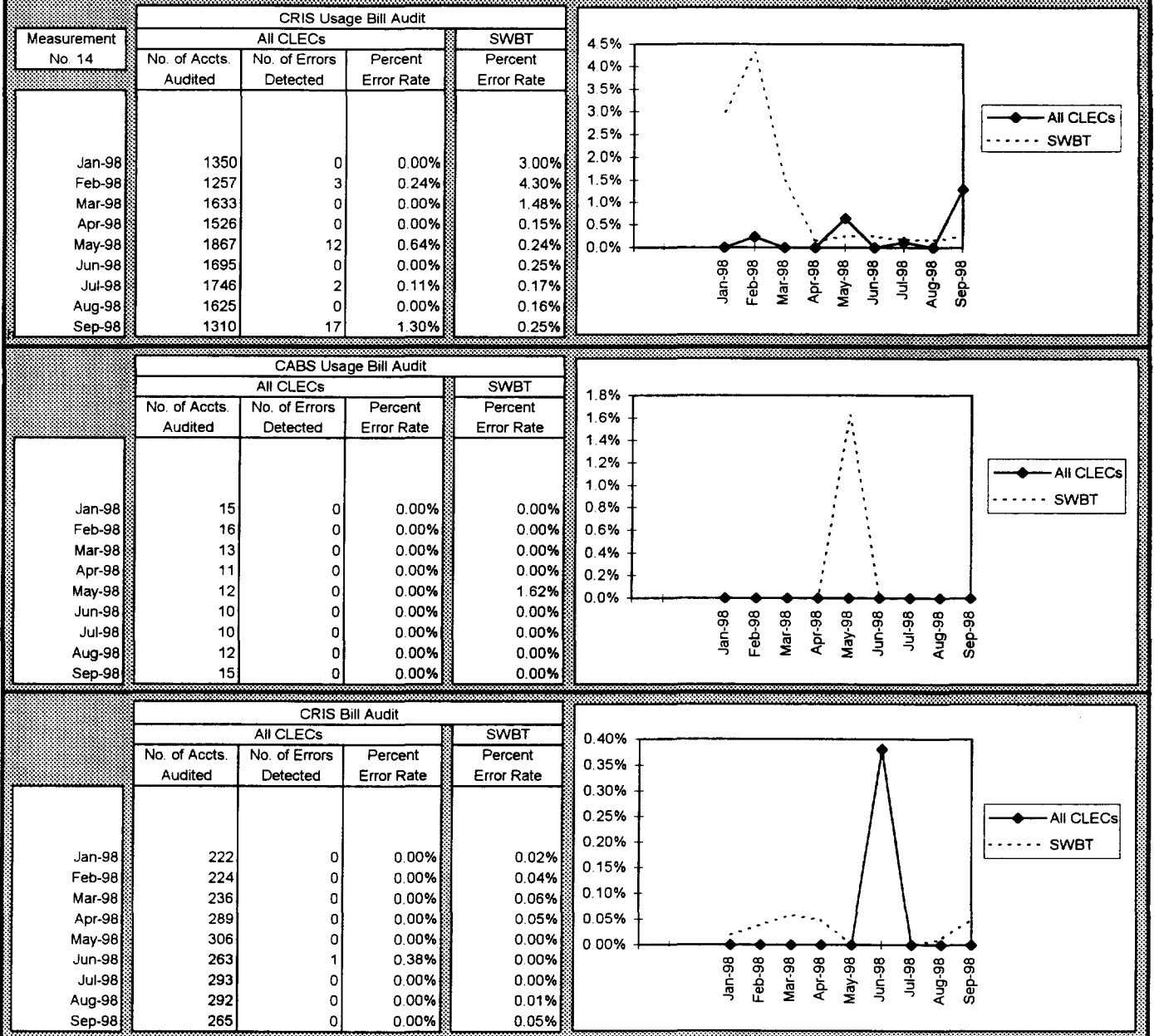
Flow Through

Order Process Flow Through (% of Flow-Through From EASE)

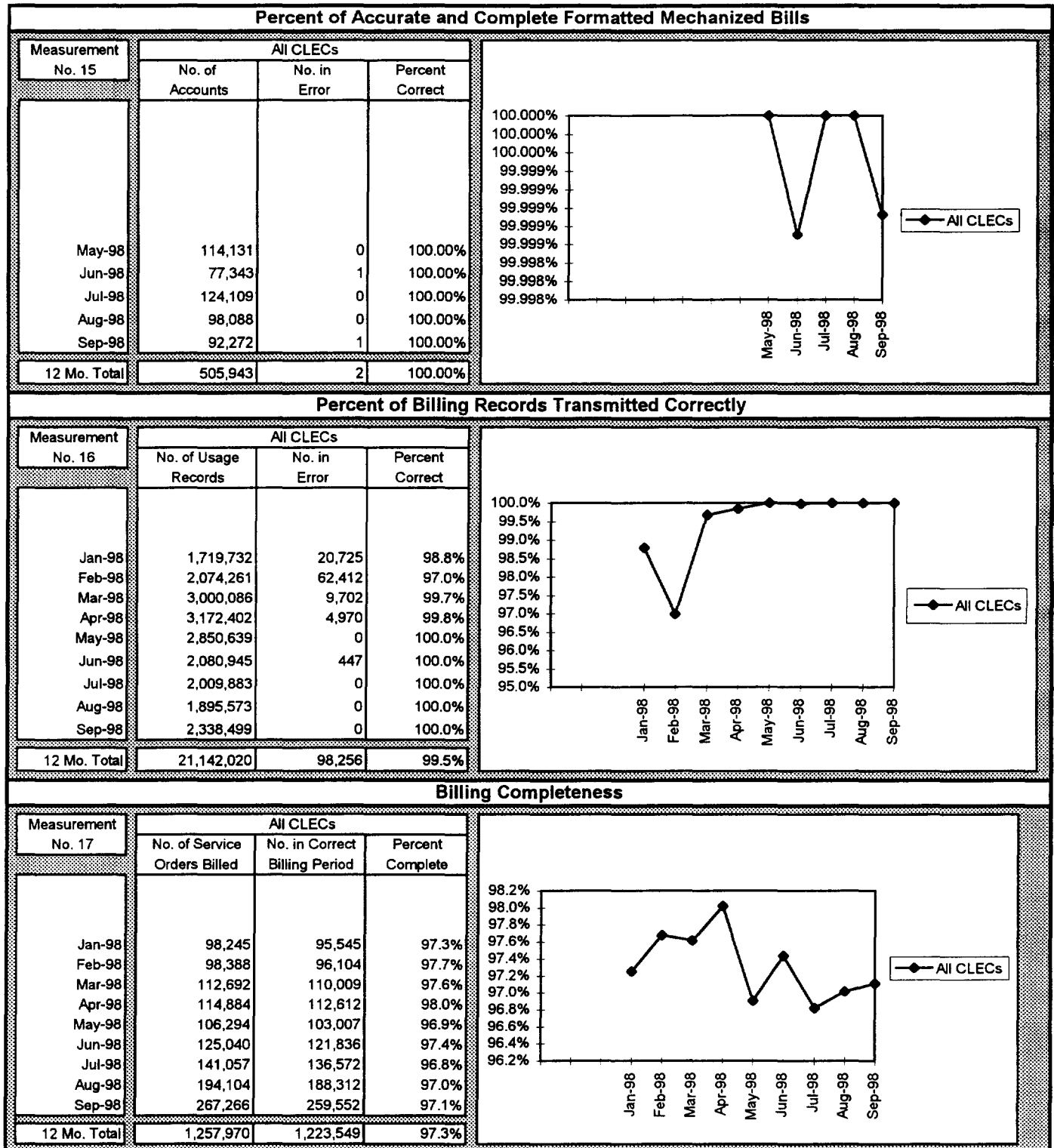


Billing

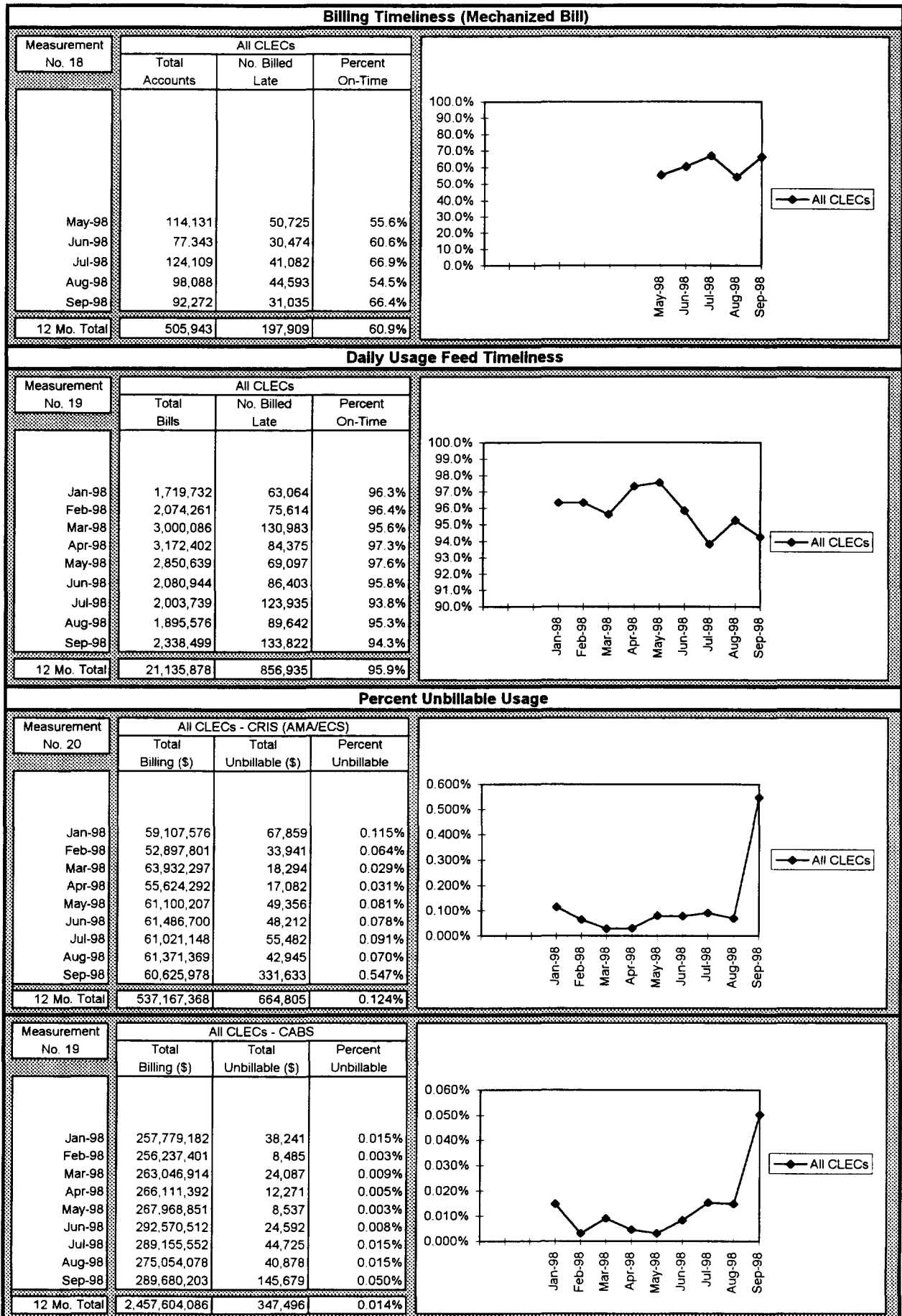
Billing Accuracy



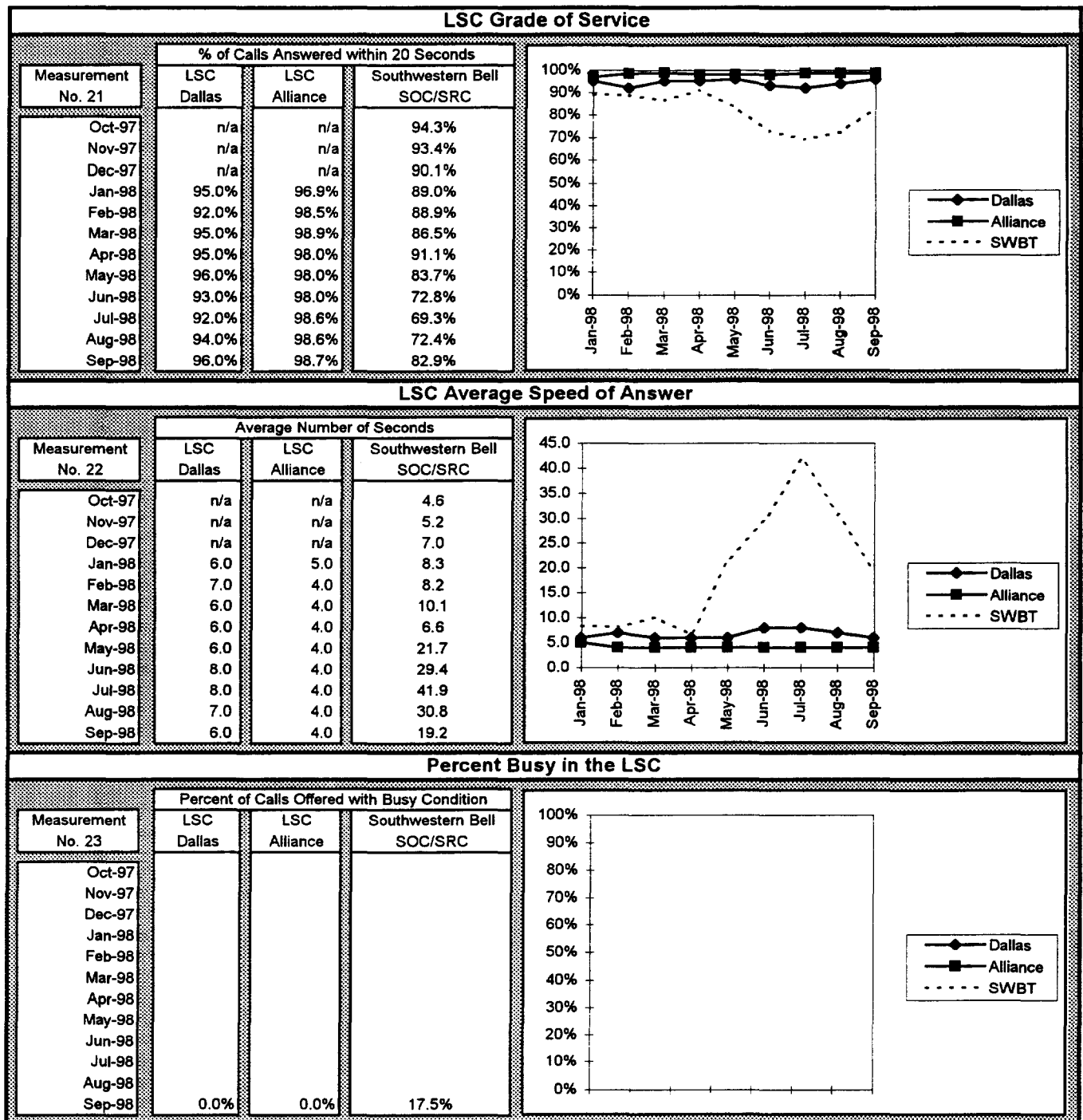
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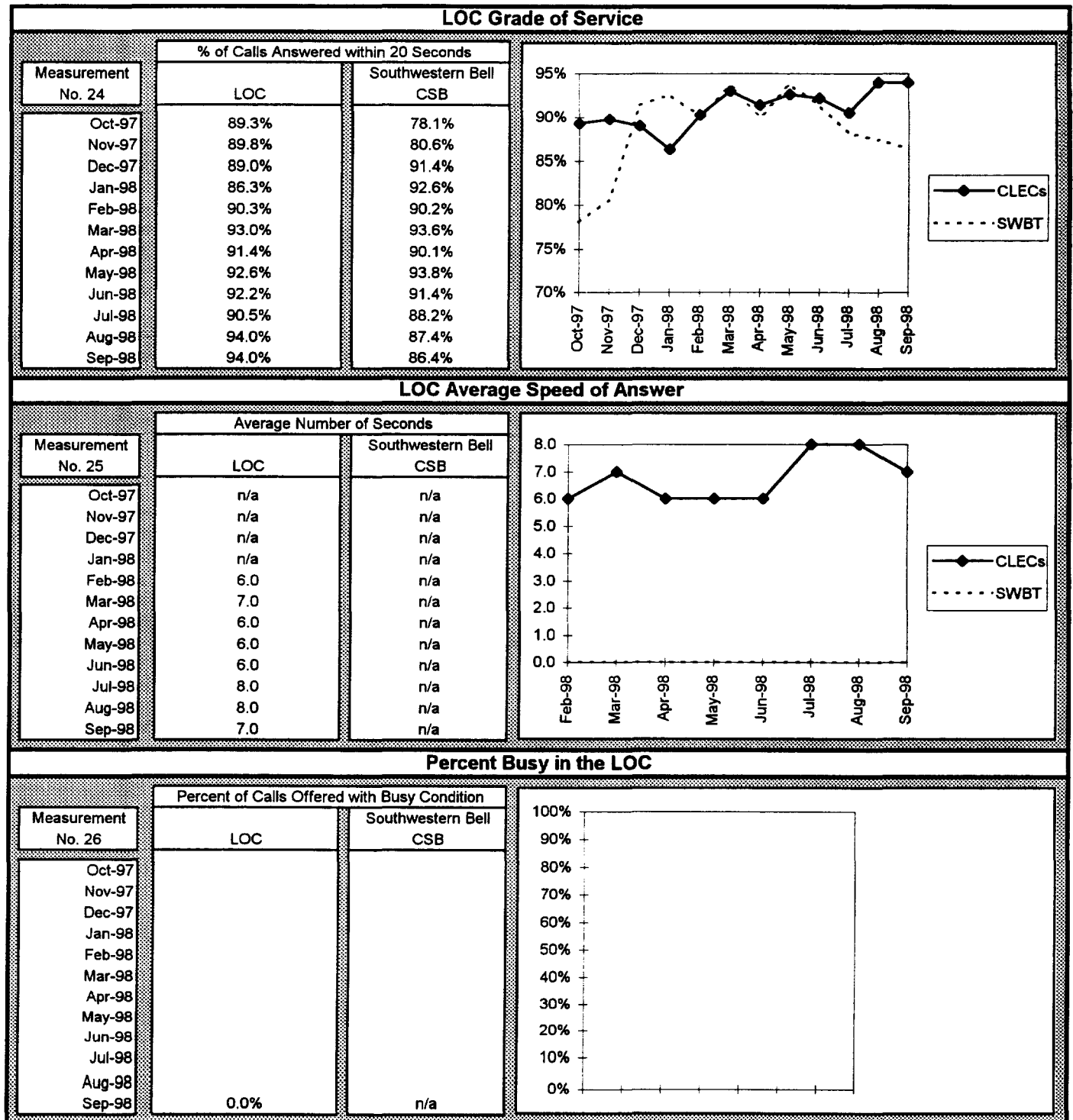
Billing



General - Center Responsiveness

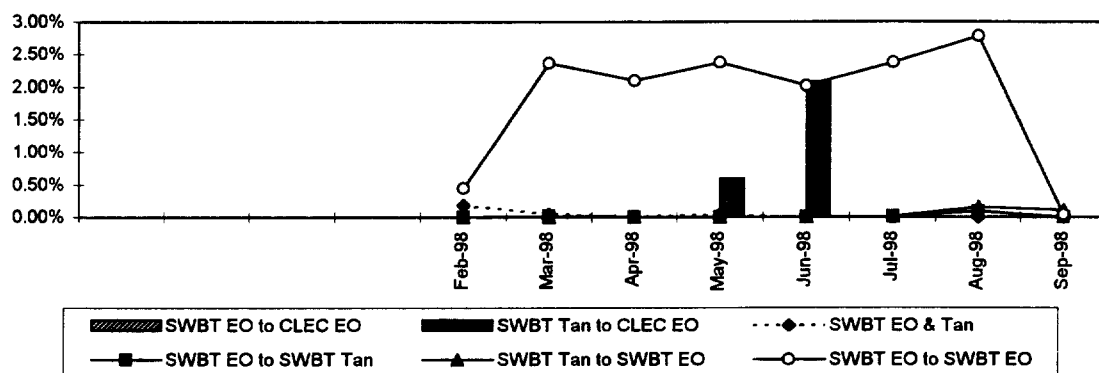


General - Center Responsiveness

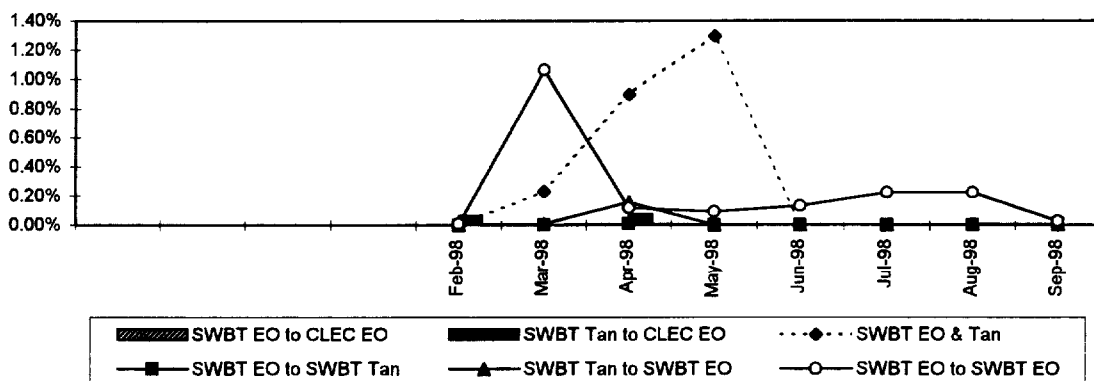


Interconnection Trunks

Percent Trunk Blockage						Arkansas
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.00%	0.45%	0.19%	n/a	n/a
Mar-98	n/a	0.00%	2.37%	0.05%	0.02%	0.00%
Apr-98	n/a	0.00%	2.10%	0.01%	0.00%	0.00%
May-98	n/a	0.60%	2.38%	0.04%	0.00%	0.00%
Jun-98	n/a	2.08%	2.02%	n/a	0.00%	0.00%
Jul-98	n/a	0.00%	2.37%	n/a	0.01%	0.01%
Aug-98	n/a	0.00%	2.79%	n/a	0.09%	0.15%
Sep-98	n/a	0.00%	0.04%	n/a	0.00%	0.11%

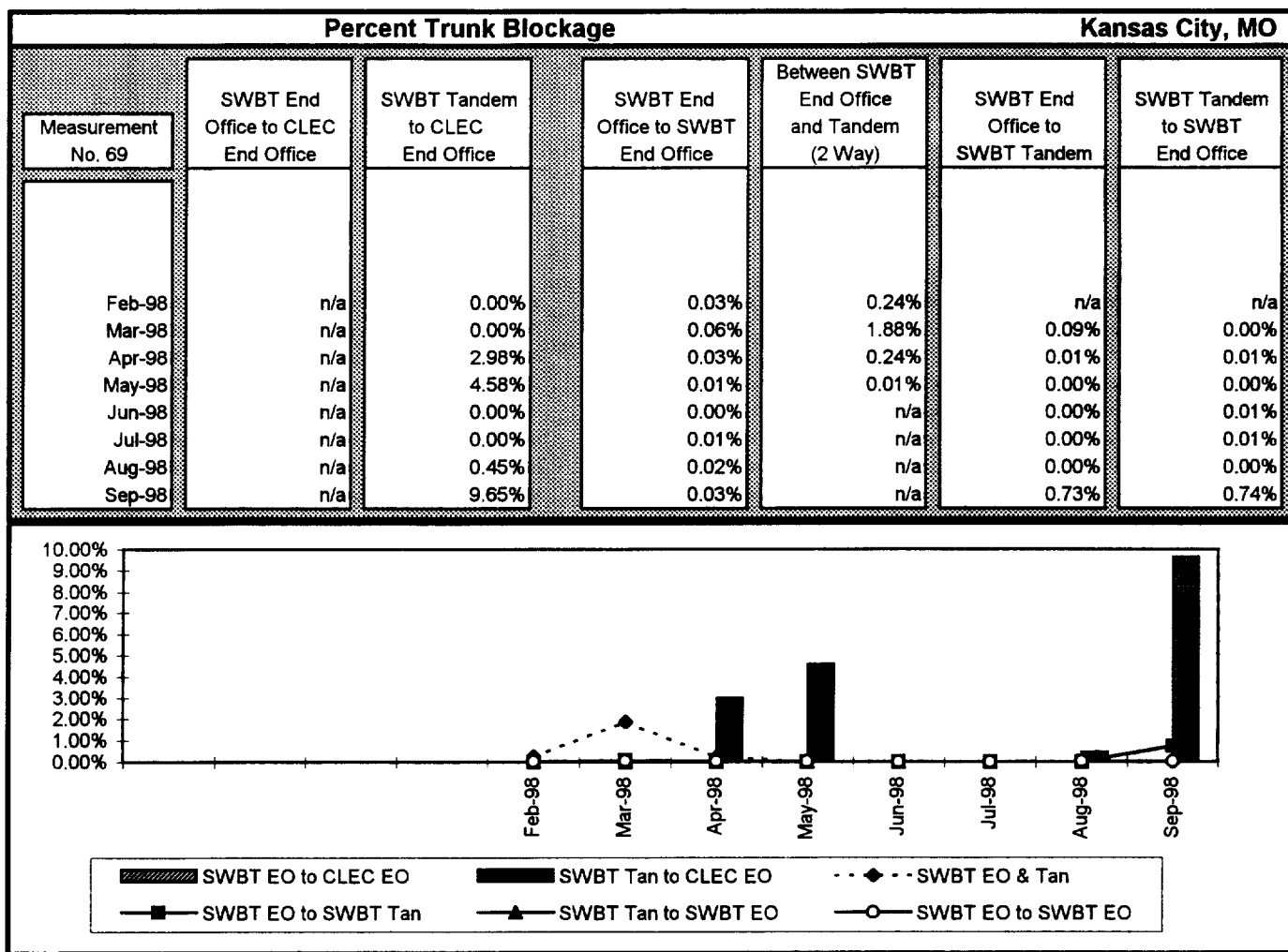


Percent Trunk Blockage						Kansas City, KS
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.07%	0.01%	0.00%	n/a	n/a
Mar-98	n/a	0.00%	1.07%	0.23%	0.00%	0.01%
Apr-98	n/a	0.08%	0.12%	0.90%	0.01%	0.16%
May-98	n/a	0.00%	0.09%	1.30%	0.00%	0.00%
Jun-98	n/a	0.00%	0.13%	n/a	0.00%	0.00%
Jul-98	n/a	0.00%	0.22%	n/a	0.00%	0.00%
Aug-98	n/a	0.00%	0.22%	n/a	0.00%	0.00%
Sep-98	n/a	0.00%	0.03%	n/a	0.01%	0.00%



Note: SWBT EO & Tan includes trunks in which the direction of the traffic cannot be distinguished at this time.

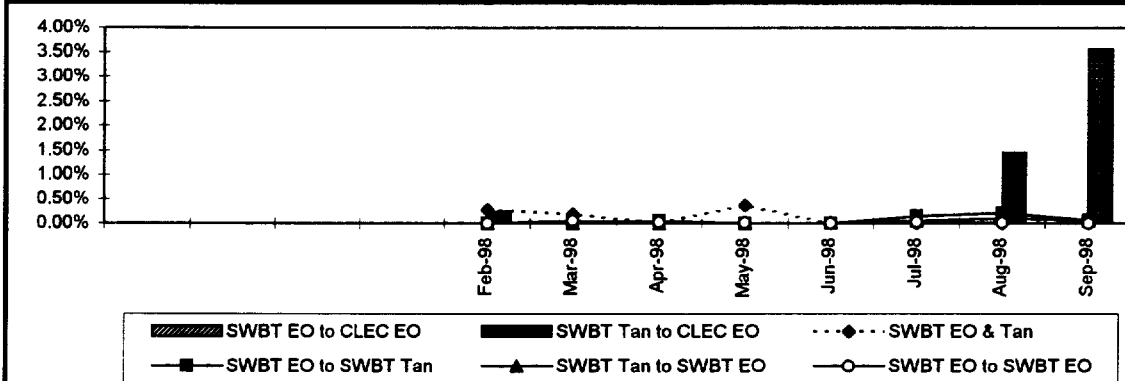
Interconnection Trunks



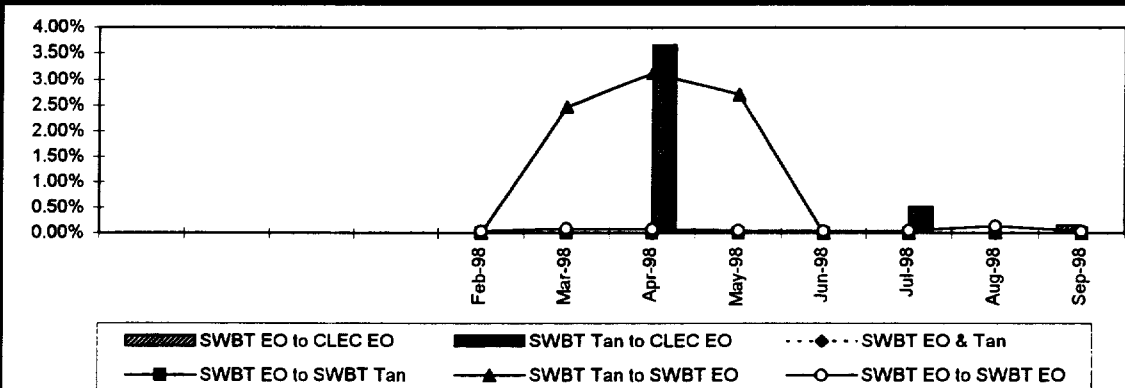
Note: SWBT EO & Tan includes trunks in which the direction of the traffic cannot be distinguished at this time.

Interconnection Trunks

Percent Trunk Blockage					Oklahoma	
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.23%	0.00%	0.27%	n/a	n/a
Mar-98	n/a	0.00%	0.06%	0.18%	0.00%	0.00%
Apr-98	n/a	0.01%	0.03%	0.01%	0.05%	0.00%
May-98	n/a	0.00%	0.01%	0.37%	0.00%	0.00%
Jun-98	n/a	0.00%	0.00%	n/a	0.00%	0.01%
Jul-98	n/a	0.00%	0.02%	n/a	0.14%	0.05%
Aug-98	0.00%	1.46%	0.01%	n/a	0.21%	0.10%
Sep-98	0.00%	3.55%	0.00%	n/a	0.07%	0.05%

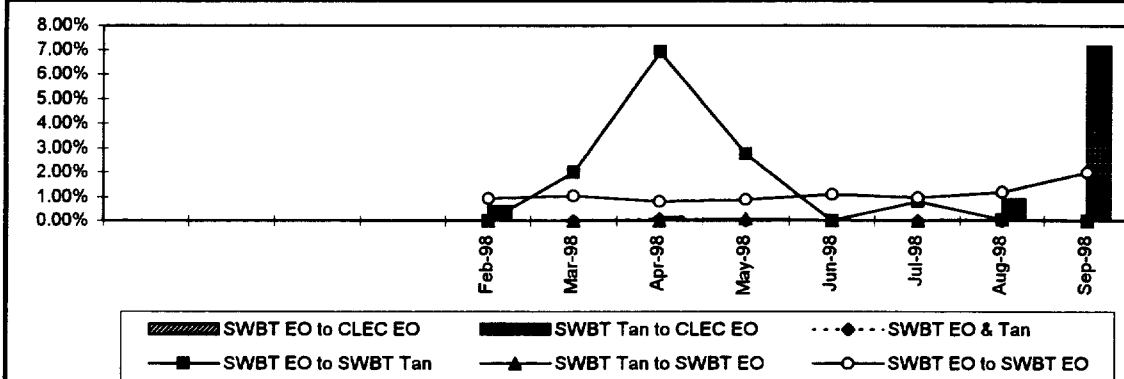


Percent Trunk Blockage					St. Louis	
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	0.00%	0.00%	0.03%	0.00%	n/a	n/a
Mar-98	0.00%	0.00%	0.08%	0.01%	n/a	2.47%
Apr-98	0.00%	3.65%	0.08%	0.00%	n/a	3.14%
May-98	0.00%	0.00%	0.05%	0.00%	n/a	2.71%
Jun-98	0.00%	0.00%	0.03%	n/a	0.00%	0.00%
Jul-98	0.00%	0.51%	0.04%	n/a	0.00%	0.01%
Aug-98	0.00%	0.00%	0.13%	n/a	0.00%	0.01%
Sep-98	0.14%	0.00%	0.04%	n/a	0.00%	0.00%

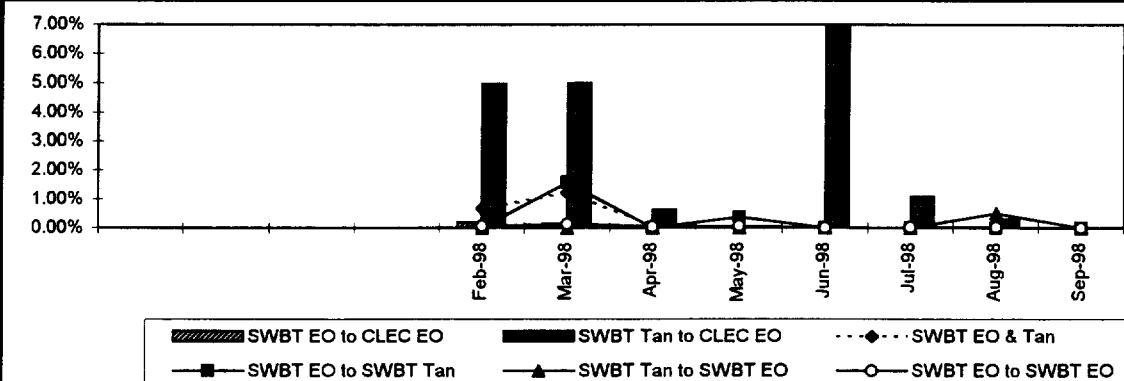


Interconnection Trunks

Percent Trunk Blockage					Central & West Texas	
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.63%	0.92%	0.00%	n/a	n/a
Mar-98	n/a	0.00%	1.04%	0.00%	1.99%	0.00%
Apr-98	n/a	0.16%	0.80%	0.07%	6.91%	0.00%
May-98	n/a	0.00%	0.89%	0.01%	2.75%	0.08%
Jun-98	n/a	0.00%	1.08%	n/a	0.00%	0.01%
Jul-98	n/a	0.00%	0.97%	n/a	0.81%	0.00%
Aug-98	0.00%	0.91%	1.18%	n/a	0.05%	0.04%
Sep-98	0.00%	7.15%	1.99%	n/a	0.00%	0.00%

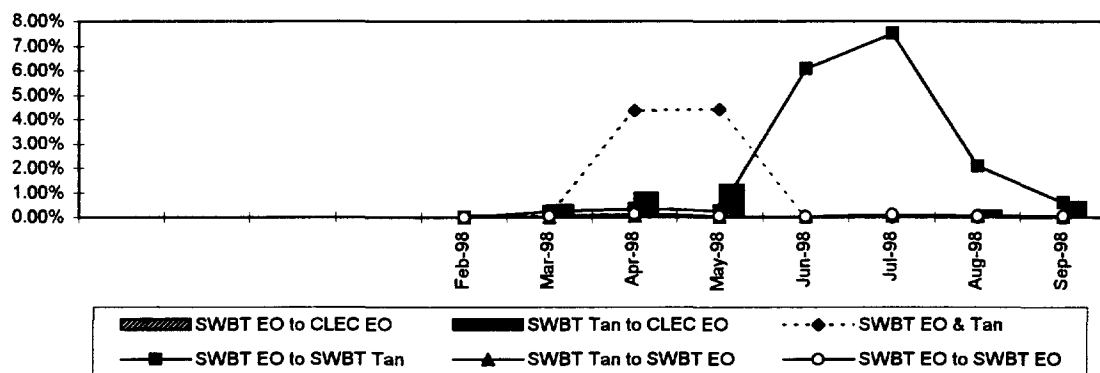


Percent Trunk Blockage					Dallas/Ft. Worth	
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	0.2%	5.0%	0.1%	0.7%	n/a	n/a
Mar-98	0.1%	5.0%	0.1%	1.2%	1.6%	0.0%
Apr-98	0.0%	0.6%	0.0%	0.1%	0.0%	0.0%
May-98	0.0%	0.0%	0.1%	0.0%	0.4%	0.0%
Jun-98	0.0%	7.0%	0.0%	n/a	0.0%	0.0%
Jul-98	0.0%	1.1%	0.0%	n/a	0.0%	0.0%
Aug-98	0.0%	0.3%	0.0%	n/a	0.0%	0.5%
Sep-98	0.0%	0.0%	0.0%	n/a	0.0%	0.0%

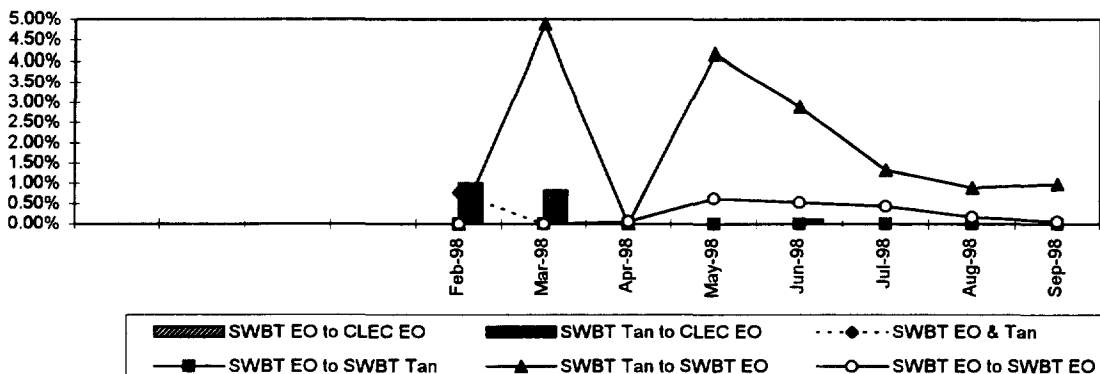


Interconnection Trunks

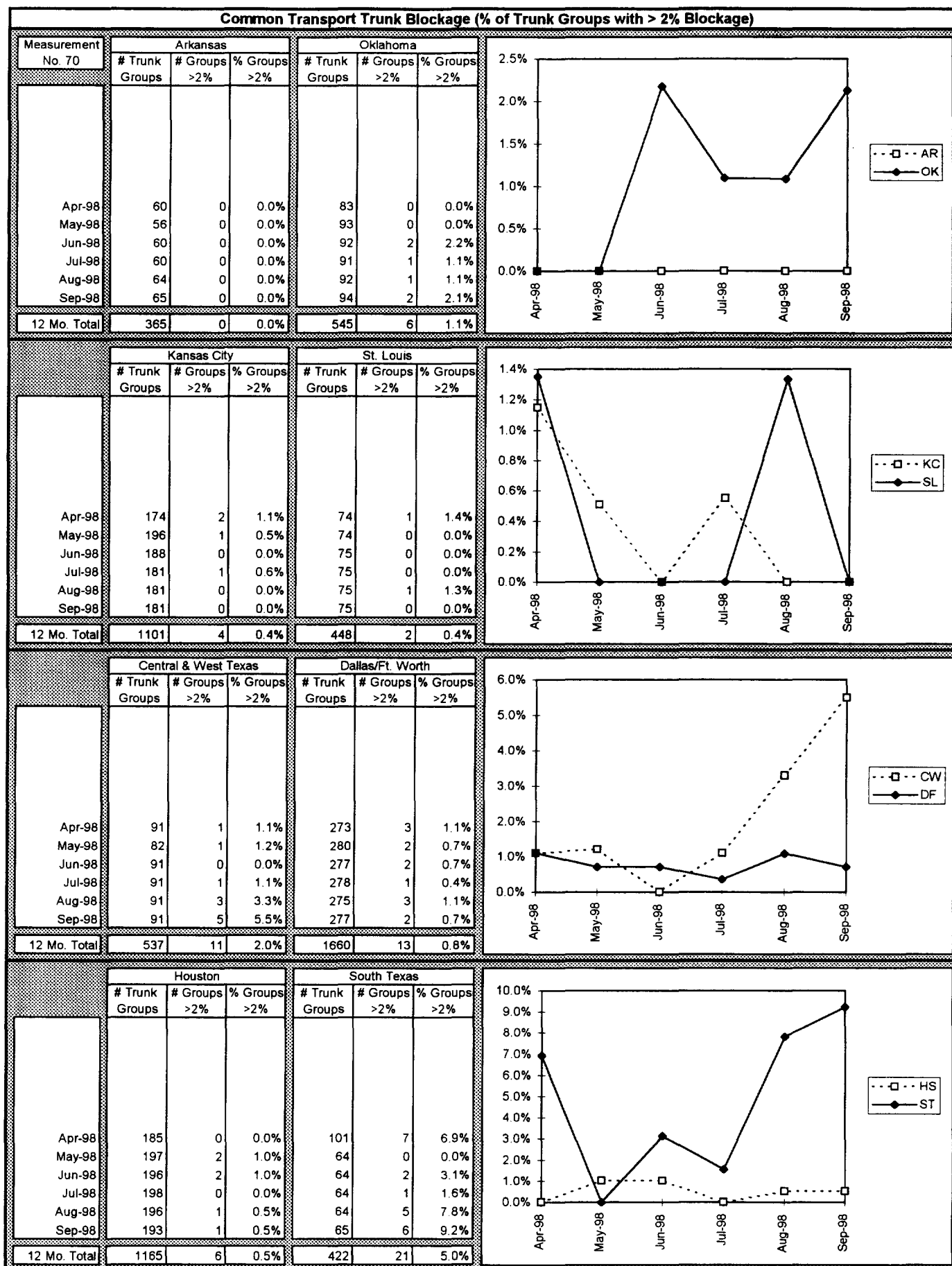
Percent Trunk Blockage						Houston
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	0.1%	n/a	n/a	n/a	n/a
Mar-98	n/a	0.5%	0.0%	0.1%	0.2%	0.0%
Apr-98	n/a	1.0%	0.1%	4.4%	0.3%	0.1%
May-98	n/a	1.3%	0.1%	4.4%	0.3%	0.0%
Jun-98	n/a	0.0%	0.0%	n/a	6.1%	0.0%
Jul-98	n/a	0.1%	0.1%	n/a	7.5%	0.0%
Aug-98	n/a	0.2%	0.0%	n/a	2.1%	0.1%
Sep-98	n/a	0.6%	0.1%	n/a	0.6%	0.0%



Percent Trunk Blockage						South Texas
Measurement No. 69	SWBT End Office to CLEC End Office	SWBT Tandem to CLEC End Office	SWBT End Office to SWBT End Office	Between SWBT End Office and Tandem (2 Way)	SWBT End Office to SWBT Tandem	SWBT Tandem to SWBT End Office
Feb-98	n/a	1.0%	0.0%	0.8%	n/a	n/a
Mar-98	n/a	0.8%	0.0%	0.0%	0.0%	4.9%
Apr-98	n/a	0.0%	0.1%	0.0%	0.0%	0.0%
May-98	n/a	0.0%	0.6%	0.0%	0.0%	4.2%
Jun-98	0.0%	0.1%	0.5%	n/a	0.0%	2.9%
Jul-98	0.0%	0.0%	0.4%	n/a	0.0%	1.3%
Aug-98	0.0%	0.0%	0.2%	n/a	0.0%	0.9%
Sep-98	0.0%	0.0%	0.1%	n/a	0.0%	1.0%



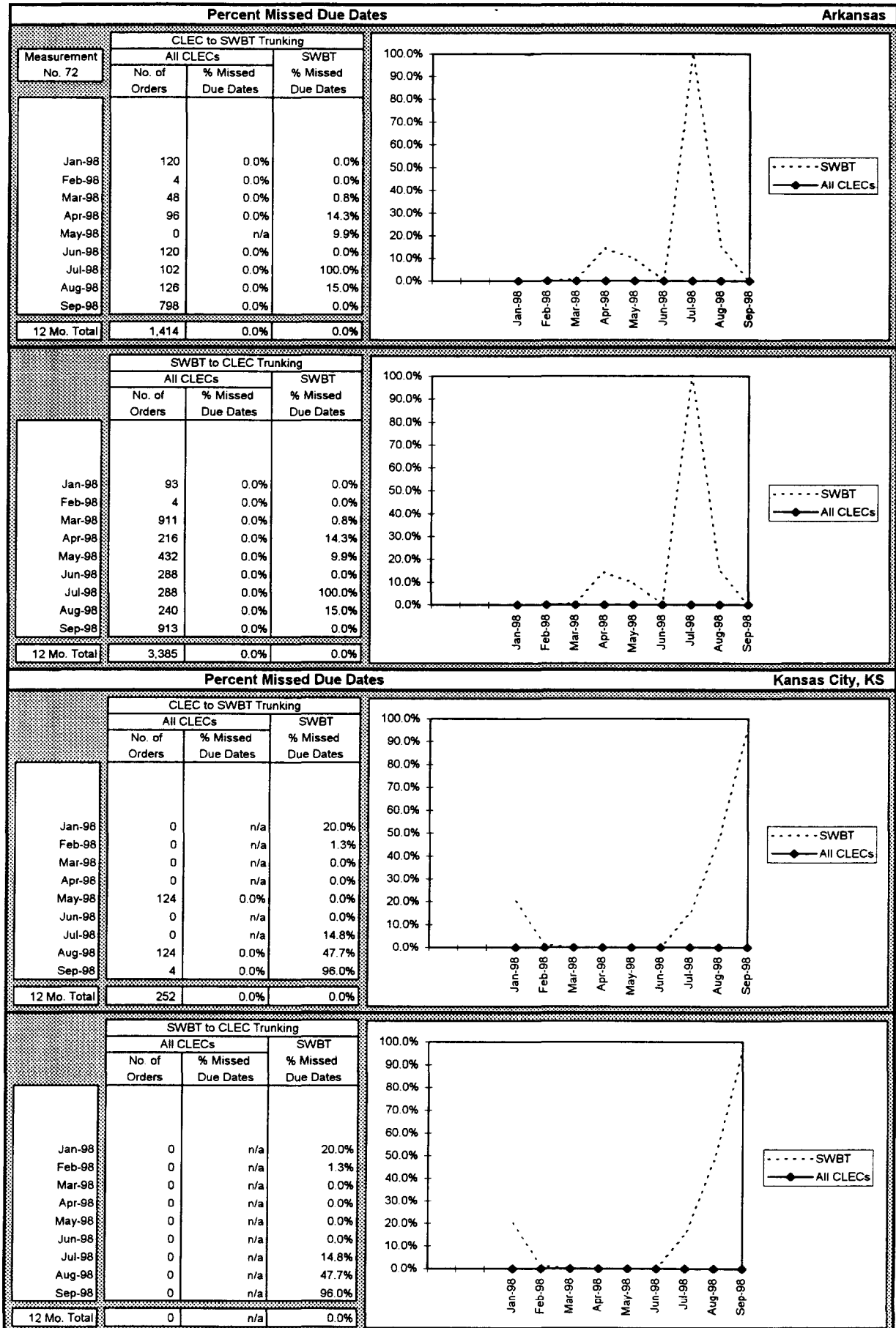
Interconnection Trunks



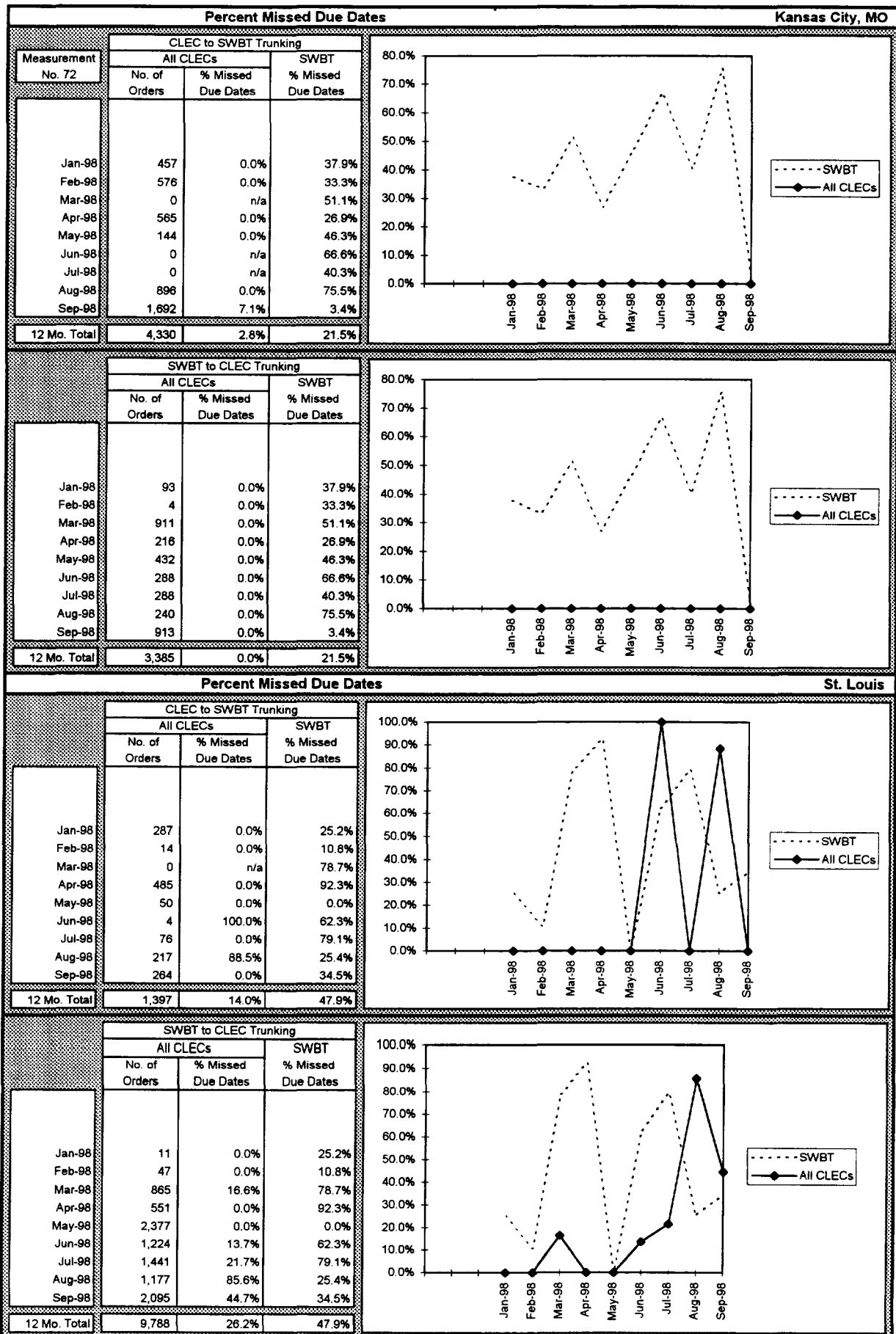
Interconnection Trunks

Distribution of Common Transport Trunk Groups Exceeding 2%						
Measurement No. 71	No. of Trunk Groups > 2 %	Trunk Blockage 2 - 3%	Trunk Blockage 3 - 4%	Trunk Blockage 4 - 6%	Trunk Blockage 6-10%	Trunk Blockage > 10%
Apr-98	14	2	3	2	4	3
May-98	6	4	0	0	0	2
Jun-98	8	2	0	2	3	1
Jul-98	7	2	0	3	0	1
Aug-98	14	5	2	1	1	5
Sep-98	16	2	0	4	4	6

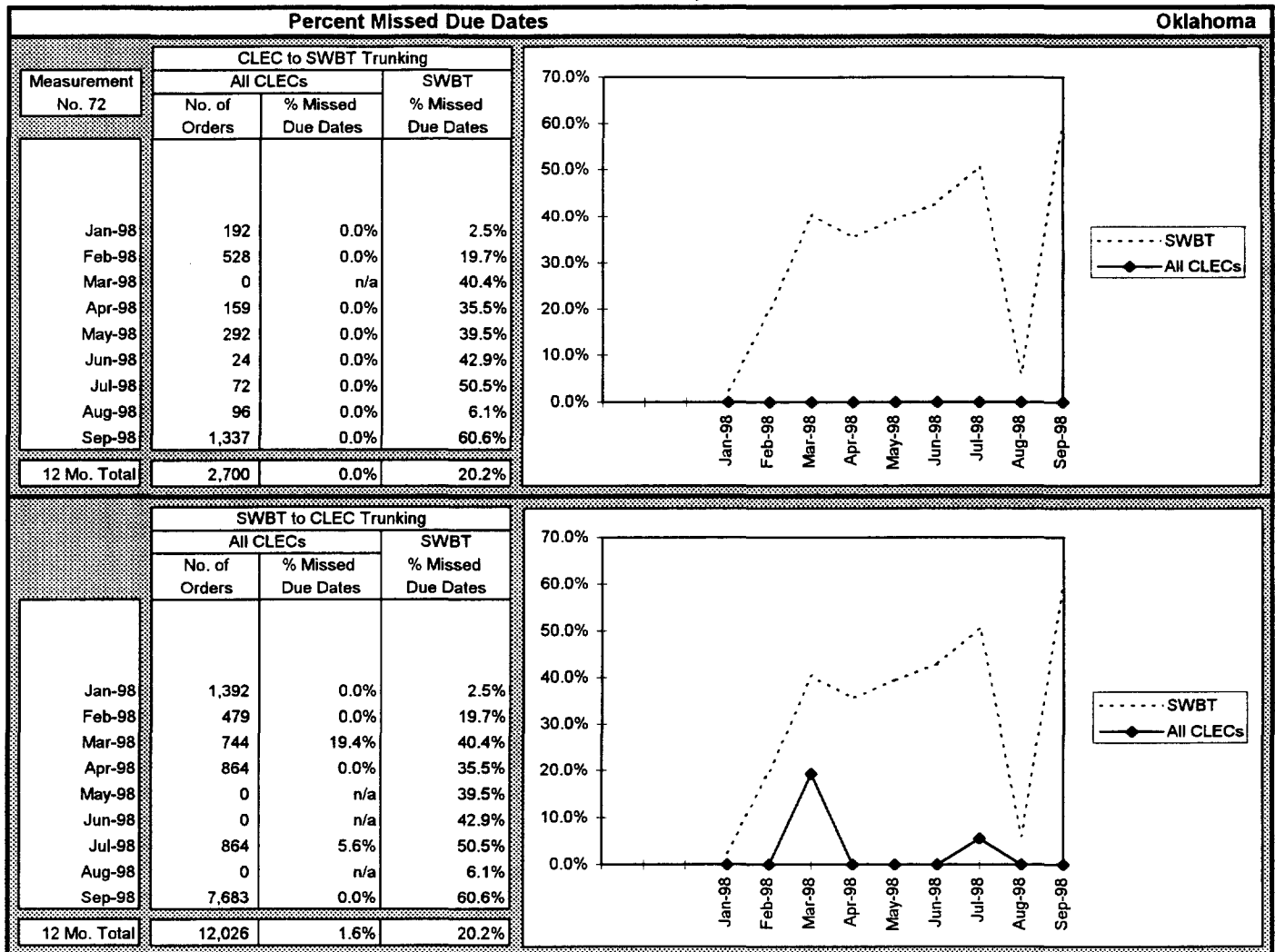
Interconnection Trunks



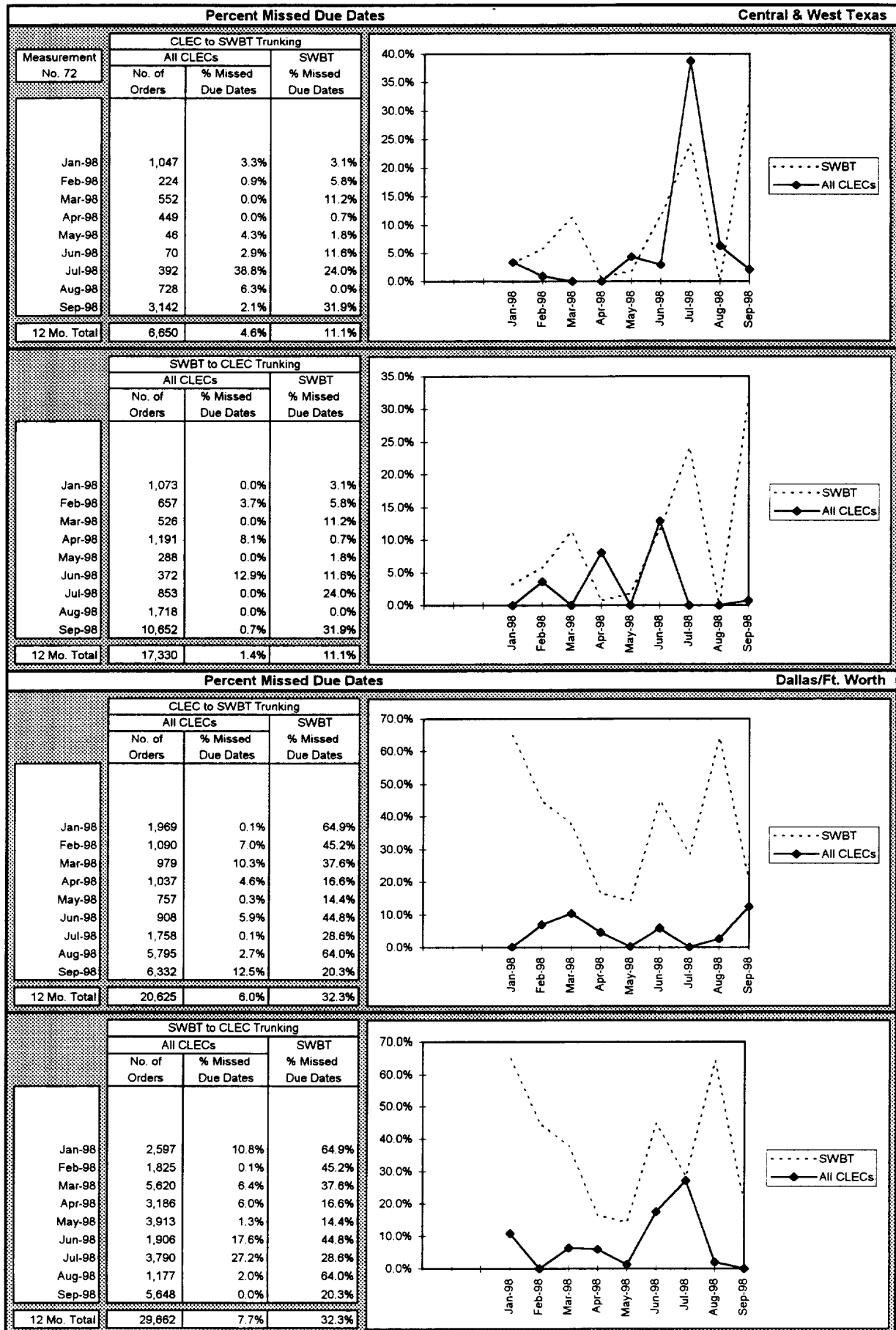
Interconnection Trunks



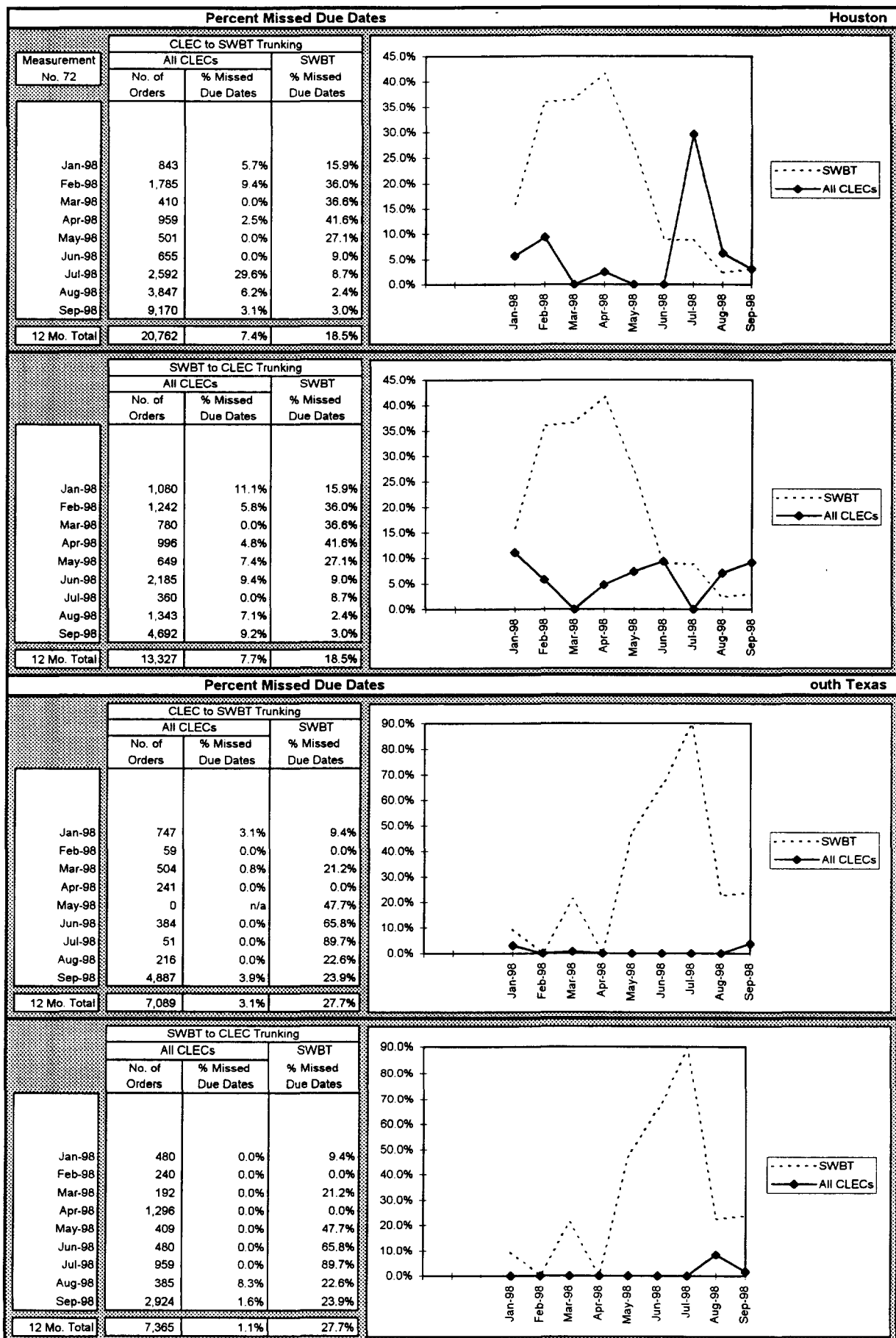
Interconnection Trunks



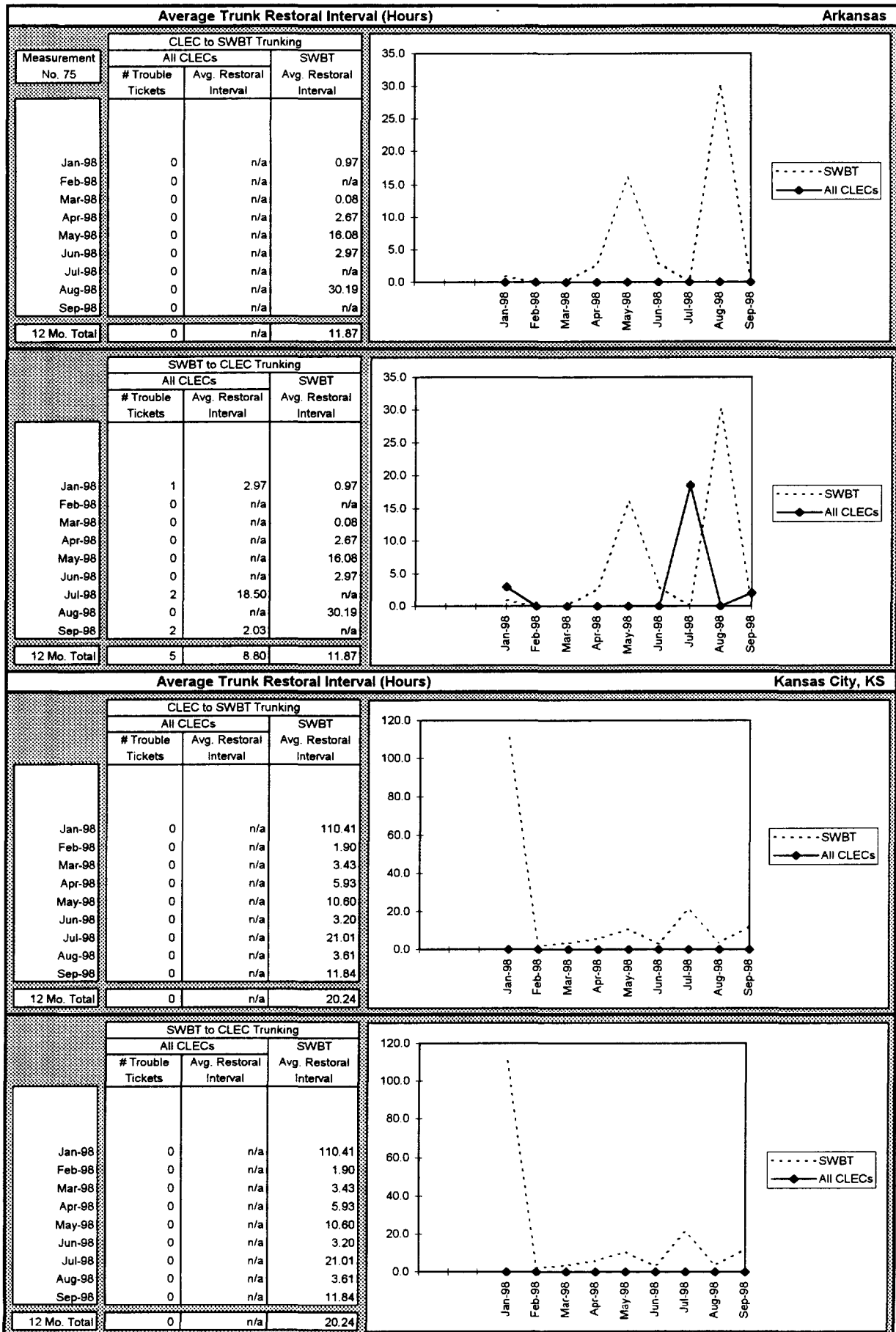
Interconnection Trunks



Interconnection Trunks



Interconnection Trunks



Interconnection Trunks

